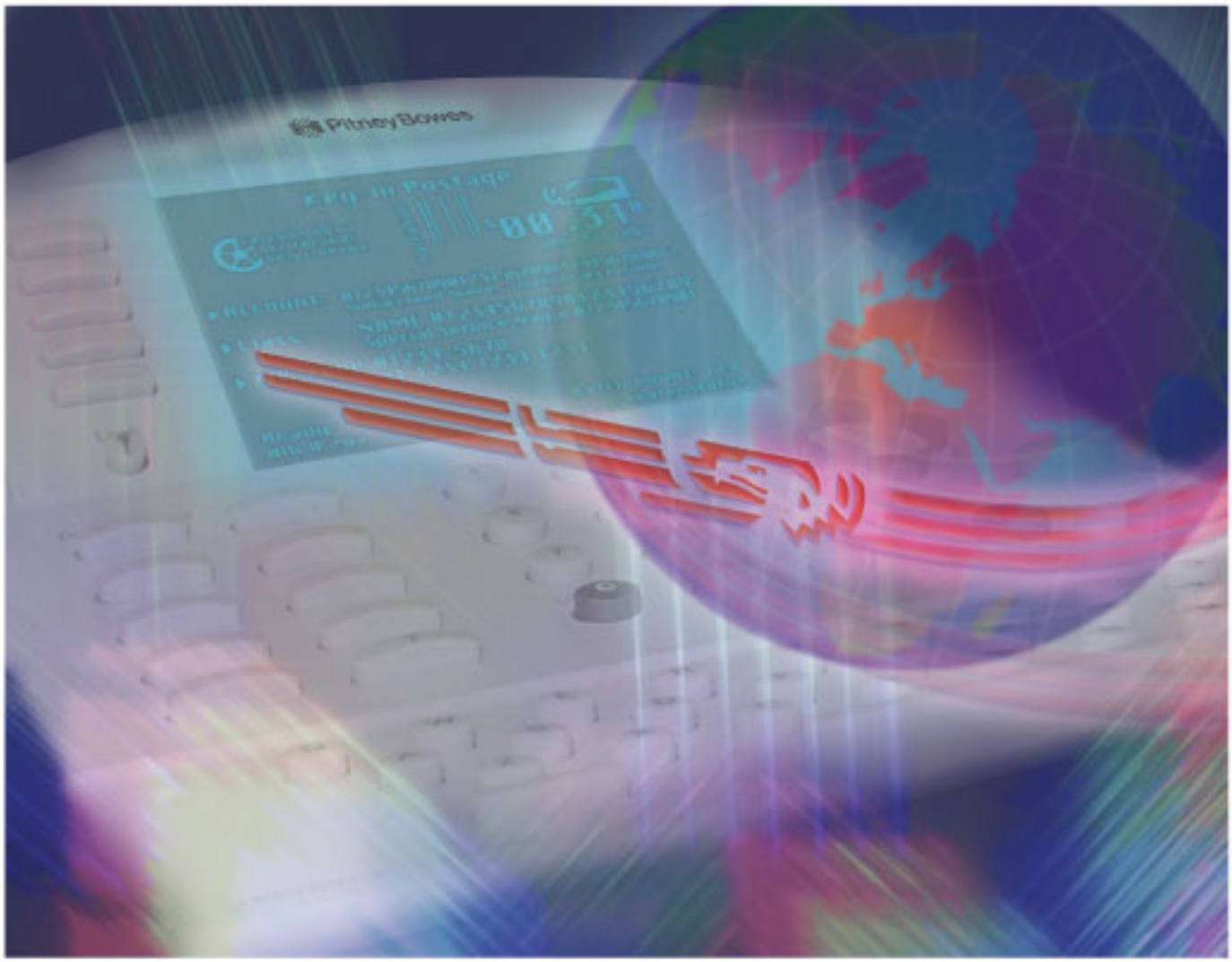
Pitney Bowes

DM1000

Mailing Machine



SV60951 Rev. A

OPERATING GUIDE

FCC Compliance

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause interference to radio communications. Operation of this equipment in a residential area is likely to cause interference, in which case the user will be required to correct the interference at his own expense.

Use only a shielded interface cable to operate this equipment with a scale or other peripheral device.

CAUTION: Changes or modifications to this equipment not expressly approved by the party responsible for compliance (Pitney Bowes) could void the user's authority to operate the equipment.

FCC Compliance of the Modem

This equipment complies with Part 68 of FCC rules. The label on the equipment cover shows the FCC registration number and the ringer equivalence number (REN) for the F900 modem. If requested, this information must be provided to the telephone company. This equipment is designed to connect to a two-wire, local switch, access loop start (Facility Interface Code 02LS2) with a standard RJ11C interface.

The REN is used to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs should not exceed five. To be certain of the number of devices that may be connected to the line, contact the telephone company to determine the maximum REN for your calling area.

If this modem causes harm to the telephone network, the telephone company may discontinue your service temporarily. You will be notified in advance or as soon as possible. You will be advised of your right to register a complaint with the FCC. If the user experiences trouble using this equipment, the user shall disconnect the equipment from the telephone line to determine if the equipment is malfunctioning. If the equipment is malfunctioning, the use of the equipment shall be discontinued until the problem is corrected.

The telephone company may make changes to its facilities, equipment operations, or procedures that could affect the operation of this equipment. In this event, the telephone company will provide advance notice for you to make necessary modifications to maintain uninterrupted service.

If you experience trouble with this modem, please refer to the warranty information provided with this equipment. If the trouble is causing harm to the network, the telephone company may request that you remove the equipment from the network until the problem is resolved.

This equipment may not be used with party lines or coin lines.

This equipment is not intended to be serviceable. Please refer to the warranty information if problems occur. Failed units will be withdrawn by approved Pitney Bowes service engineers and returned to the U.S. Service Center. For reference purposes, the U.S. Service Center contact address is: Pitney Bowes Inc., Walter Wheeler Drive, Stamford, CT 06926-0700.

SV60951 Rev. A ©2002 Pitney Bowes Inc.

All rights reserved. This book may not be reproduced in whole or in part in any fashion or stored in a retrieval system of any type or transmitted by any means, electronically or mechanically, without the express, written permission of Pitney Bowes.

We have made every reasonable effort to ensure the accuracy and usefulness of this manual; however, we cannot assume responsibility for errors or omissions or liability for the misuse or misapplication of our products.

Due to our continuing program of product improvement, equipment and material specifications as well as performance features are subject to change without notice. Your postage meter may not have some of the features described in this book.

E-Z Seal, Postage By Phone and BUDGET MANAGER are trademarks or registered trademarks of Pitney Bowes Inc. ENERGY STAR is a registered trademark of the United States Environmental Protection Agency.

DM400-950 Series Mailing Machine **AW13767** **Rev. A 4/01**

NOTICE

This product, alone or in combination with other products available from Pitney Bowes, is manufactured under one or more of the following United States patents:

4,757,537	5,226,496	5,687,237	5,813,327	6,006,210	6,224,280
4,812,994	5,377,268	5,696,829	5,841,269	6,024,429	6,226,559
4,853,865	5,390,251	5,717,165	5,889,535	6,029,137	6,276,770
4,897,587	5,467,709	5,730,049	5,898,785	6,041,569	6,297,821
4,931,712	5,592,034	5,740,728	5,923,343	6,062,003	6,299,269
4,947,317	5,623,876	5,760,801	5,956,051	6,064,989	6,309,119
4,959,600	5,655,024	5,806,994	5,969,735	6,086,182	
5,181,245	5,666,421	5,807,463	6,000,774	6,144,950	
5,197,042	5,680,403	5,813,326	6,004,048	6,193,825	

Contents - See Tabs

1 - Read This First

2 - Meet the DM1000

3 - Mail In a Minute

4 - Running Mail

5 - Set Up

6 - Adding Postage

7 - Accounting

8 - Reports

9 - Maintaining and Updating

10 - Troubleshooting

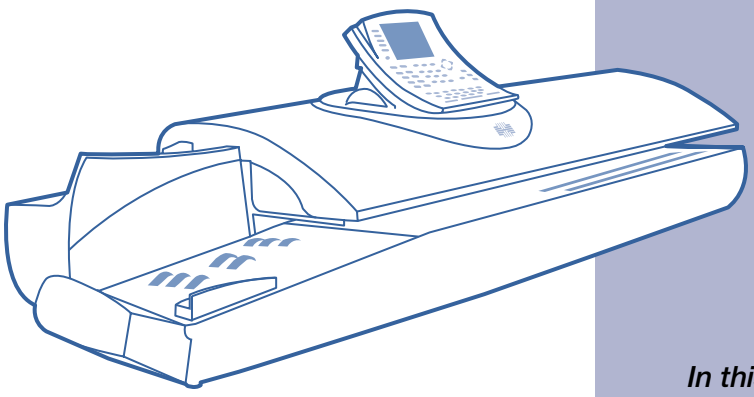
11 - Supplies and Options

Appendix A: Glossary

Appendix B: Checklist

Index

1 Read This First



Chapter Contents

In this Guide *1-2*
Other Information *1-3*
- *Publications* *1-3*
- *On the System* *1-3*
- *The Web* *1-3*
- *Our Help Desk* *1-3*

What You Need to Know
- *USPS Requirements* *1-4*
- *Safety Requirements* *1-4*
- *Telephone Safety* *1-6*

SV60951 Rev. A

1 Read This First

In This Guide

Chapter 1— Read This First contains important information about USPS requirements and important safety precautions.

Chapter 2—Meet the DM1000 gives an overview of the system and the location of each control and system feature. Please read this section carefully. It provides a foundation for the instructions in later sections of this book.

Chapter 3—Mail in a Minute explains how to run mail as soon as your DM1000 is installed.

Chapter 4—Running Mail explains how to run your jobs using different mail modes, as well as how and when to use the available system options.

Chapter 5—Mailing System Setup provides step-by-step instructions for customizing your system to suit your needs.

Chapter 6—Adding Postage explains how to add postage funds to your system using Pitney Bowes Postage By Phone® service.

Chapter 7—Accounting Setup explains how to setup accounts and how to track postage.

Chapter 8—Reports explains the different types of reports available and how to print them.

Chapter 9—Maintaining and Updating explains routine maintenance procedures and how to update postal rates.

Chapter 10—Troubleshooting explains how to fix problems you may encounter while using your mailing system.

Chapter 11—Supplies and Options lists the supplies available for your system and explains how to order them.

Appendix A—The Glossary explains mailing terms that are frequently used throughout the operator guide.

Appendix B—Operator Training Checklist is a list of procedures and features the Pitney Bowes representative will review with you during installation of your mailing system.

Other Information

Publications

Postage By Phone® Guide

This booklet details all the features of the Pitney Bowes Postage By Phone system.

Scale User Guide

If you purchase an attached scale, read this guide if you have questions about its operation.

Quick Reference Cards

Many of the tasks you need to perform, such as how to set postage, process mail, or clear jams, are summarized in the *Quick Reference Cards*. The cards are located in a slot in the stacker of the DM1000.

On the System

Help Key

This key is located on the IntelliLink Control Center™. Press this to access the DM1000 Help system. When you press the Help key, the help information that appears on the main screen of the control center refers to the current operation being performed by your mailing system.

The Web

To get answers to questions most frequently asked, go to:
http://www.pb.com.

To place requests for service or training, go to:
http://www.pb.com and click on **My Account**.

To order PB supplies and accessories, go to:
http://www.pb.com and click on **Supplies Online**.

To view and pay invoices online, go to:
http://www.pb.com and click on **My Account**.

To view inventory, go to:
http://www.pb.com and click on **My Account**.

To add postage to your Postage By Phone account, go to:

http://www.pb.com and click on **Postage By Phone**.

Our Help Desk

For direct questions, call: 1.800.522.0020. Customer Service Representatives are available Monday through Friday, 8AM - 8:00PM EST.

1 Read This First

What You Need to Know

Since your postal security device is licensed by the United States Postal Service (USPS), you must follow a few basic requirements.

USPS Requirements

- Mail must have the correct date and postage amount on the meter stamp.
- Metered mail must bear the ZIP Code location of the post office where the postal security device is registered.
- If you move to another ZIP Code location, you must update the ZIP Code. You can do this by calling your local Pitney Bowes support line.
- Each time you add postage through the modem, the Postage By Phone® computer automatically performs a postal inspection. If your mailing system has not detected a modem refill transaction at certain intervals, the messages “Inspection Due” and “Inspection Required” display on the IntelliLink Control Center.
- You must use Pitney Bowes tape which meets USPS specifications.

Safety Requirements

Warning! Follow normal safety precautions for all office equipment whenever you use your DM1000 Mailing System.

- Read all instructions thoroughly before attempting to operate the equipment.
- Use this equipment only for its intended purpose.
- Always follow the specific occupational safety and health standards prescribed for your workplace or area.
- Use the power cord supplied with the system and plug it into a properly grounded wall outlet that’s located near the system and easily accessible. Failure to properly ground the system can result in severe personal injury and/or fire.
- The power cord wall plug is the primary means of disconnecting the system from the AC supply.
- Avoid using wall outlets that are controlled by wall switches, or shared with other equipment.
- Do not use an adapter plug on the line cord or wall outlet.
- Do not remove the ground pin from the line cord.
- Do not route the power cord over sharp edges or trap wire between furniture.
- Make sure there is no strain on the power cord.
- Be certain the area in front of the wall outlet into which the system

Safety Requirements (Cont.)

is plugged is free from obstruction.

- Keep loose clothing, neck ties, jewelry, and long hair away from all moving parts.
- Avoid touching moving parts or materials while the system is in use.
- Before clearing a jam, be sure system mechanisms come to a stop.
- When removing jammed material, avoid using too much force to prevent minor personal injury and damaging equipment.
- To prevent overheating, do not cover the system vent openings.
- Do not place lighted candles, cigarettes, cigars, and the like, on the system.
- Do not remove covers. Covers enclose hazardous parts that should only be accessed by Pitney Bowes Customer Service. Report any damage of covers to Pitney Bowes.
- If the IntelliLink Control Center™ display does not light, unplug the system from the wall outlet and call for service.
- Use only Pitney Bowes approved ink, tape strips, and cleaners. Call our Supply Line. If you need Material Data Safety Sheets on the supplies for OSHA requirements, contact your local Pitney Bowes branch.

If you use the AC adapter to power the IntelliLink Control Center:

- Use only the AC adapter designed specifically for the IntelliLink Control Center. Third-party AC adapters may damage the control center.
- To protect against electrical shock, plug the AC adapter into a properly grounded wall outlet.
- Do not route the AC adapter cable over sharp edges or trap it between furniture.

NOTE: Your system requires annual cleaning by your local Pitney Bowes service representative. For continued safe operation, contact your Pitney Bowes office to schedule this service.

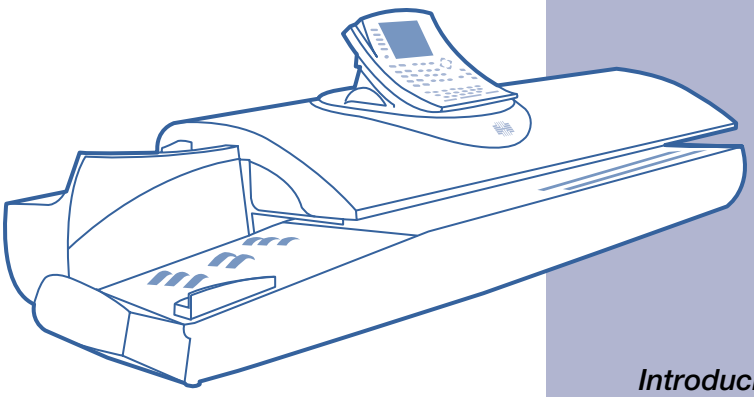
Telephone Safety

The mailing system base and detachable IntelliLink Control Center connect directly to an analog telephone line. For your protection, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- Disconnect the telephone cord from the wall before removing the User Interface.
- Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
- Avoid using a telephone or equipment that connects to a telephone line during an electrical storm. There may be a remote risk of electrical shock from lightning.
- Do not use the telephone or equipment connected to the telephone line to report a gas leak in the vicinity of the leak.
- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.

CAUTION! To reduce the risk of fire, use only 26 AWG or smaller telecommunication line cord either supplied with the system or acquired separately.

2 Meet the DM1000



Chapter Contents

Introducing the Mailing System 2-2
Features and Benefits 2-3
- *IntelliLink Control Center 2-3*
- *Energy Star Compliance 2-4*
- *Postal Security Device 2-4*
- *Communications Options 2-4*
- *Equipment Options 2-4*
- *Reporting and Accounting 2-4*
- *Advertisements and Inscriptions 2-5*
- *Permits 2-5*

The DM1000 Exterior Features 2-6
The DM1000 Interior 2-8
The DM1000 IntelliLink IntelliLink Control Center 2-10
Equipment Specifications 2-14
Material Specifications 2-16

2 Meet the DM1000

Introducing the Mailing System

The DM1000 is a full-featured, easy-to-use digital mailing system that you can easily customize to meet the unique requirements of each job you process.

The system automatically:

- Feeds a stack of mixed mail envelopes
- Weighs envelopes, flats and packages (up to 1 lb.)
- Applies postage directly to envelopes or to postage tapes for larger pieces of mail
- Seals envelopes with flaps open or closed
- Stacks finished pieces of mail

Features and Benefits

Your mailing system's advanced features include:

- Large, easy-to-read graphic display shows the system's status and prompts you through all setup operations
- Easy loading of optional advertisements and inscriptions.
- Convenient, one-button funds refill through Postage By Phone® (requires analog phone line)
- Easy-to-maintain ink jet printer provides clear, crisp meter stamp.
- Automatic date advance
- Daily piece count printing
- Versatile accounting feature stores postage costs for 25 standard accounts or 100 and 300 optional departmental accounts, depending on the options purchased
- Password protection limits access to authorized personnel
- Moistening system for envelopes and tapes; also offers no-seal and seal-only options
- Built-in roll tape, gummed or pressure-sensitive
- Communications port for an optional Pitney Bowes electronic scale, printer, personal computer or other external devices
- Full report printing capability provides hard-copy records of your postage transactions

IntelliLink Control Center™

The IntelliLink Control Center is mounted on the top of your mailing system. It has a large, easy-to-read graphic display, function keys and alpha and numeric keypads. A series of messages and menu options appear in the display to prompt you through all setup and mailing operations. You use the function keys and keypads to respond to the system prompts and select your options.

IntelliLink Control Center™

The Modem

Your mailing system connects to an external modem which requires an analog telephone line using 25AWG or smaller phone cord. The modem allows data communications with Pitney Bowes support services as well as external mail/parcel carriers.

Communications with Pitney Bowes provides many benefits:

- Convenient Postage By Phone refills: add more postage to your postal security device at the touch of a button.
- Postal security device inspection by phone: you don't have to carry your postal security device to the local Post Office for an inspection.
- Support for USPS Confirmation services. You can upload Delivery Confirmation, Signature Confirmation and E-Certified Mail transactions directly from your postal security device. You can also easily check the delivery status of these mail pieces using either the Pitney Bowes or the USPS web site.
- Ability to download optional advertisements and inscriptions.
- Ability to download rate change and software updates.

Energy Star® Compliance

As an ENERGY STAR Partner, Pitney Bowes has determined that the DM1000 mailing systems meet ENERGY STAR guidelines for energy efficiency. The postal security device automatically enters a low power state called a "sleep mode" if you don't use it for a while. This keeps energy consumption low, while maintaining the high state of readiness you expect from Pitney Bowes mailing equipment.

Office equipment is the fastest growing electricity load in the commercial buildings sector. The U.S. Environmental Protection Agency (EPA) promotes energy efficiency because electricity generation contributes to air pollution, including 35 percent of all U.S. emissions of carbon dioxide, one of the key contributors to global warming. It also accounts for 70 percent and 33 percent of all U.S. emissions of sulfur dioxides and nitrogen oxides, respectively; these contribute to acid rain and urban smog. By using more energy-efficient equipment, you can reduce both pollution and energy costs.

The ENERGY STAR program is another example of how Pitney Bowes is good for the environment and smart for business.

Postal Security Device

Your mailing system is equipped with a Postal Security Device (PSD) that incorporates the latest technology approved by the United States Postal Service to secure funds. This technology eliminates the need to perform physical inspections of your postal security device. The PSD contains the funds and performs all calculations necessary to print meter stamps that comply with current USPS standards. The PSD is located in your mailing system's IntelliLink Control Center.

Communications Options

USB Port

Your mailing system has a Universal Serial Bus (USB) port that allows you to connect it to a personal computer (PC), optional scale, printer or other USB-compatible device. Your system can communicate with the following Pitney Bowes software applications or equipment through the USB port:

- Pitney Bowes Data Exchange—Captures postage accounting data and formats it for use in spreadsheet and database applications.
- Setup Software
- AccuTrac™ Mail Management System—Allows your mail system to function as a station in a networked environment so you can capture and analyze the actual costs of your entire mailing and shipping operation.
- Pitney Bowes Ascent™ Mail Center Management—Provides high performance, integrated shipment processing.

These highly flexible connectivity options mean you can easily integrate your DM1000 into your mailing operation and expand its capability at any time.

Equipment Options

Stacker

- U7P0 Power Stacker. This provides a larger area for stacking stamped envelopes.
- J624 Laser Printer. This printer is used to print reports.

Printer

Setting up your printer is easy. Simply plug it in to the USB port and the mailing system recognizes it and automatically sets it up.

Reporting and Accounting

The accounting and reporting features allow you to store and retrieve postage costs for up to 25 accounts, however, you may purchase options for storing up to 100 or 300 accounts. You can specify up to three levels of accounts to track your postage expenses with precision. You can also prevent unauthorized access to any account by password protecting it.

You can print out reports for single or multiple accounts. (Note that some reports may require you to connect a USB-compatible printer to your mailing system). For more information on reports and accounts, refer to *8-Reports* and *7-Accounting* in this guide.

BUDGET MANAGER™

You can also purchase the enhanced accounting package, BUDGET MANAGER™. With BUDGET MANAGER™ you get all of the standard accounting features plus the ability to create or store:

- Up to 3000 accounts
- Up to 50 operators
- Customized reports
- Customized classes, carriers and fees
- Up to 15,000 transactions

Reporting and Accounting (cont.)

BUDGET MANAGER™ DM is an optional enhanced accounting package you can purchase for your DM series mailing system. It contains all the standard accounting features plus allows you to create and store up to 3000 accounts, 50 operators, and up to 15,000 transactions. You can also create customized reports, carriers and fees, and apply budgets and surcharges to individual accounts.

BUDGET MANAGER™ allows you to:

- Define budgets that allow you to track individual accounts against a predetermined budget
- Select from an expanded set of accounting periods such as Monthly, Quarterly, Semiannual and Annual
- Apply several different types of surcharges (per piece, per transaction, or percentage of transactions.

For more information on BUDGET MANAGER™, refer to *BUDGET MANAGER™ Accounting Operator Guide*, SV60957.

Permits

A purchasable option. Not in all systems.

You can print a permit on a piece of mail instead of a meter stamp. A permit is a postal mark containing a permit number. You must bring permit mail to the post office for special processing and discount rates.

Before you use permits, you must open a permit account with the Post Office, then order permit artwork from Pitney Bowes. For information on ordering permits, see *11 - Supplies and Options*.

You can select the permit mode using the Mode key on the IntelliLink Control Center. Weight is not displayed on the screen in the Permit Mode.

Advertisements and Inscriptions

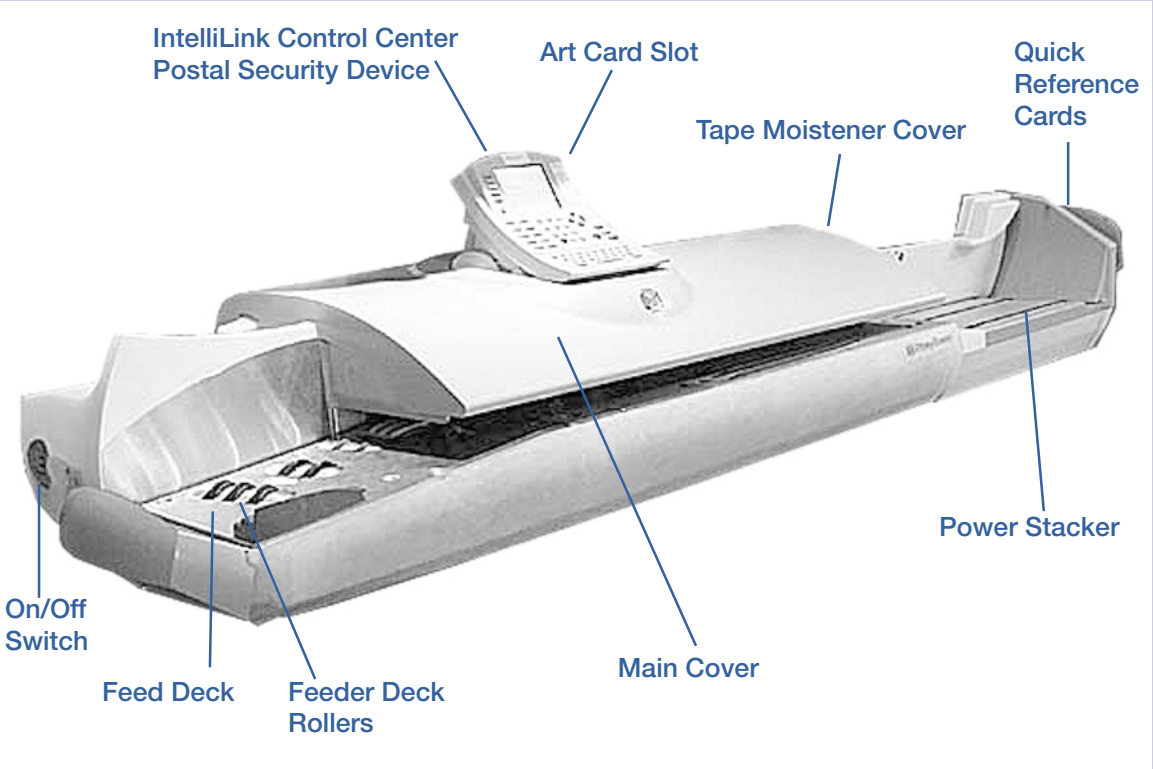
Advertisements and inscriptions contain, respectively, messages and postal information that you can include in the meter stamp.

A number of advertisements and inscriptions are included with your postal security device. You may order customized advertisements that bear your personalized message as well as additional standard advertisements. You can also order more inscriptions.

Advertisements and inscriptions are options you can buy through the Pitney Bowes Supply Line℠ at 1.800.243.7824. (See *11 - Supplies and Options*).

Advertisements and inscriptions are supplied on an art card that you insert into a slot on the side of the IntelliLink Control Center. Once installed, you can select an advertisement and/or inscription when you run a mail job.

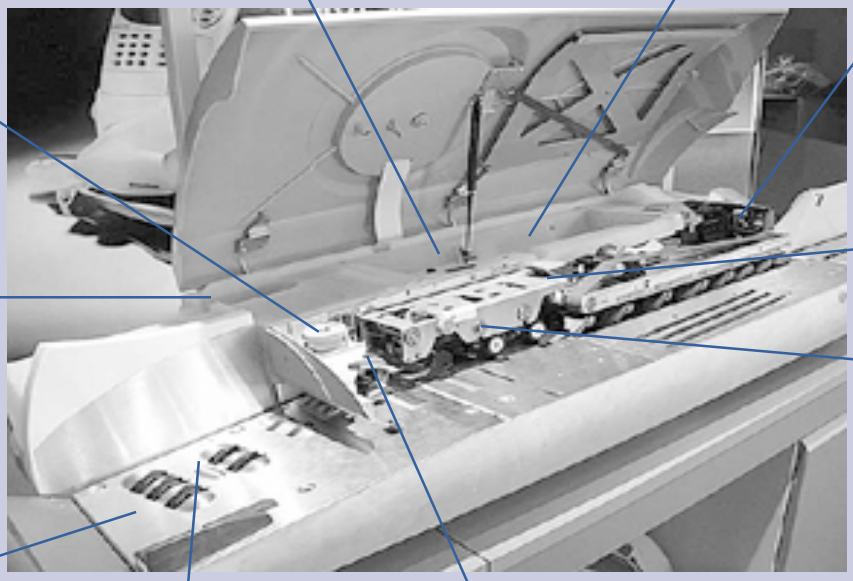
The DM1000 Exterior Features



IntelliLink Control Center	Use the keypad to tell your system what to do. The display tells you what the system is doing and prompts you through set up operations. See page 2-10 for a complete description of all controls.
Postal Security Device	Stores postage funds and tracks postage usage and is part of the IntelliLink Control Center.
Art Card Slot	Optional customized advertisements, inscriptions and permits are furnished on art cards. Insert the art card in the slot on the side of the IntelliLink Control Center to load your option.
Tape Moistener Cover	Open this door to inspect and clean the moistener brush, or adjust for wet or dry tape.

Wet/Dry Tape Lever	Move this lever down for dry tapes or pressure-sensitive tapes; move it up to wet gummed tapes.
On/Off Switch	Turns system on and off.
Quick Reference Cards	Provides easy-to-use operating instructions.
Feed Deck	Load envelopes on this platform.
Main Cover	Encloses moving parts and prevents dust contamination.
Power Stacker **Drop Stacker**	The mailing system deposits finished mail in the drop stacker or optional power stacker.

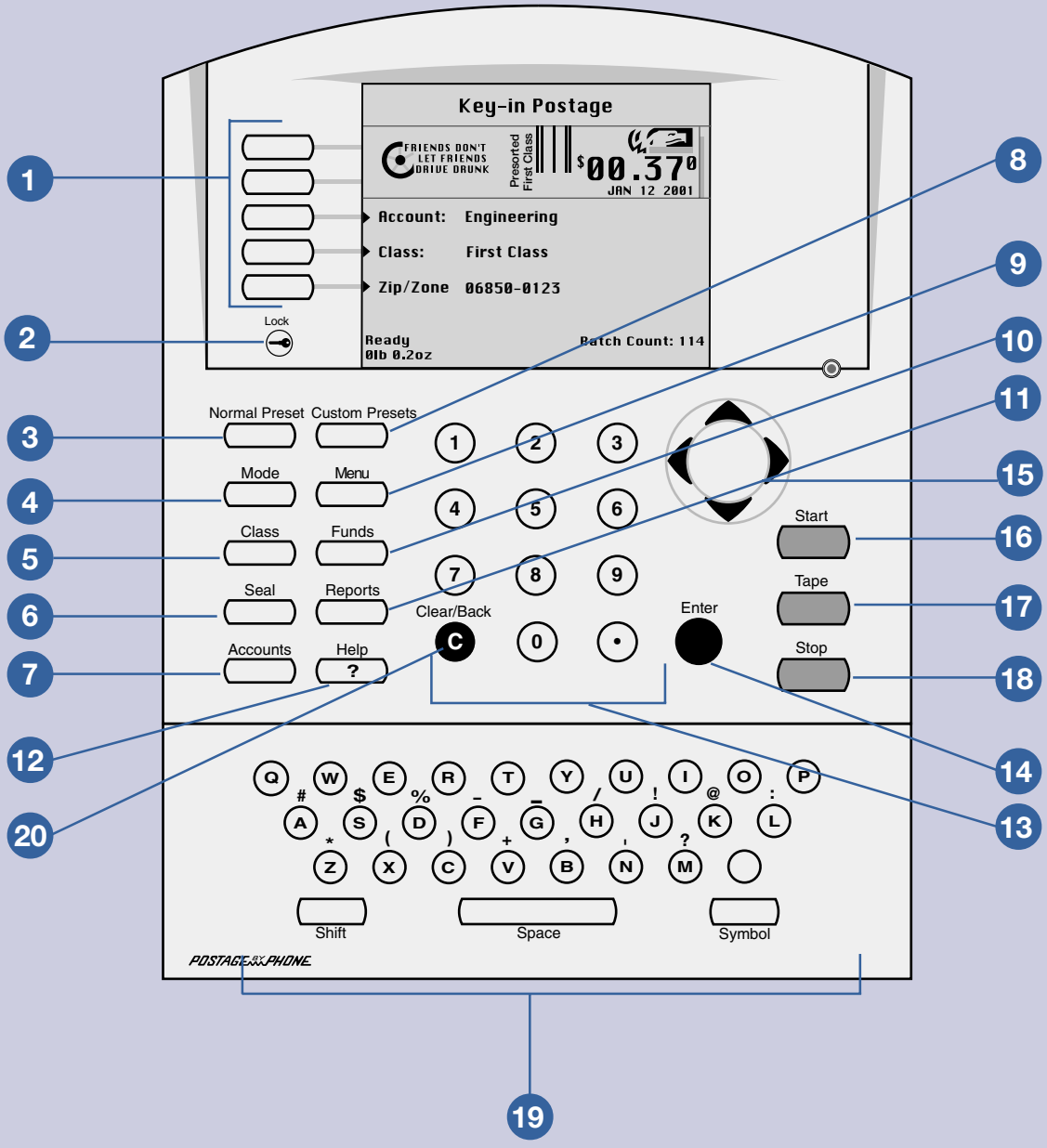
DM1000 Interior



External Device Ports: Your internal connection to Postage By Phone

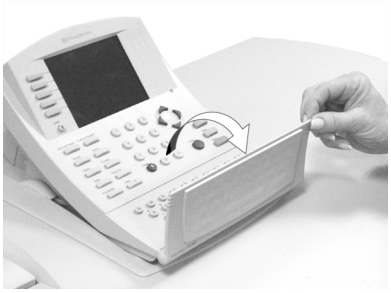
Roll Tape	The tape supply is located here. Print meter stamps on tape for pieces of mail that can't go through the system. You can also print reports on tape.
Print Engine	Contains the printer and the ink cartridge that produce the meter stamp.
Ink Cartridge	Contains ink used to produce the meter stamp.
Transport Jam Lever	Relieves tension on parts along feeder path to clear jams.
Feed Deck	Transports envelopes of mixed thicknesses through the feeder path.
Feeder Rollers	Rollers that move the mail on the transport deck into the feeder.
Thickness Adjustment Knob	Sets the system to accommodate the thickness of the envelopes you are feeding.
Light mail/Postcard Selection Knob	Applies pressure to envelopes to ensure proper sealing.
Feeder Jam Release Lever	Relieves tension on parts along feeder path to clear jams.
E-Z Seal Moistener Bottles	Hold the E-Z Seal used to seal mail and tapes.

The DM1000 IntelliLink Control Center



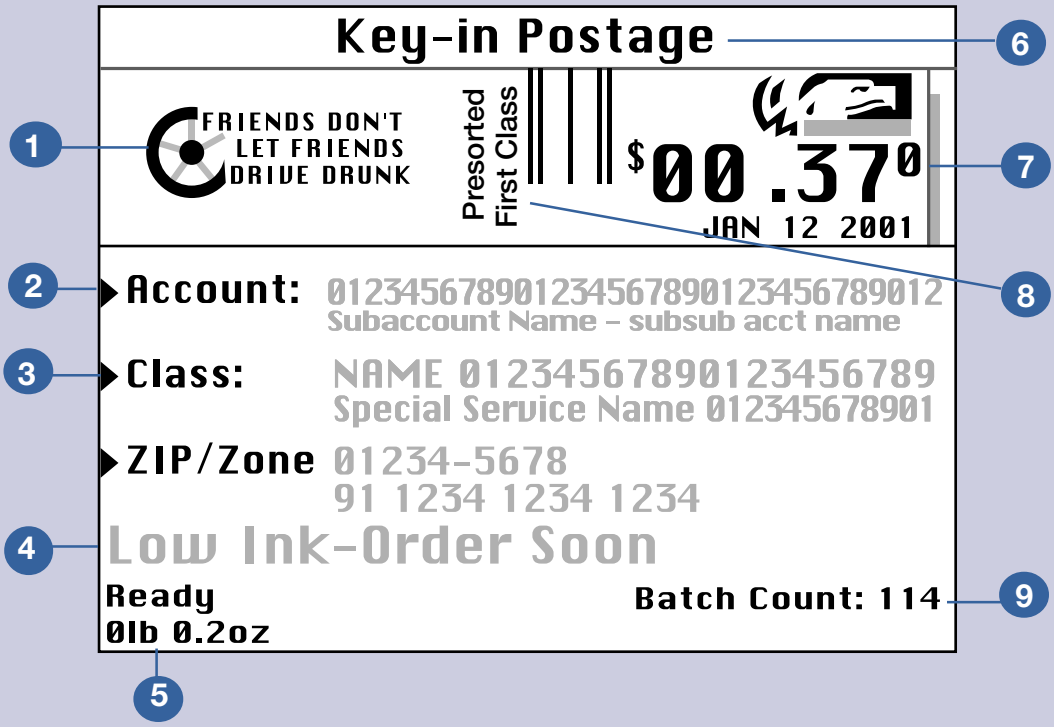
1. Five Screen Keys	The five keys directly to the left of the display screen allow you to select options displayed on the screen.
2. Lock Button	Deselects the current account. If no account is selected it locks the IntelliLink Control Center.
3. Normal Preset Key	Returns you to the most commonly used setting.
4. Mode Key	Press to choose from variety of mail processing modes.
5. Class Key	Enables you to select the correct class for your mailing (for example: First Class, Priority, Media Mail.)
6. Seal Key	Allows you to choose to moisten and seal envelopes without applying postage or any printing on the piece of mail.
7. Accounts Key	Press to set up or edit accounts.
8. Custom Preset Key	Press to choose frequently used system settings for running different jobs.
9. Menu Key	Press to view the settings and options available: • Meter Stamp Options • Setup • Zero Scale • Rates Details • Multiple Tapes • Adjust Display Contrast • Confirmation Services • Maintenance • Turn Features On • Volume Control • Currency Add • Display Metric Weight

10. Funds Key	Allows you to obtain the following information: • Funds Available in PSD • Funds Used • Total pieces of mail processed by the system • Quick Refill • Other Refill Amount • Get Postage By Phone® Balance
11. Reports Key	Offers a selection of different types of reports to run.
12. Help Key	Press to get detailed information about a screen you are viewing.
13. Number Keyboard	Press numbered keys to enter postage amounts and weight.
14. Enter Key	Press to complete the entry of information you have typed using the number and alpha keys.
15. Arrow Keys	Allow you move between new menus, scroll menus, or select options.
16. Start Key	Begins processing the pieces of mail with the options you have selected.
17. Tape Key	Allows you to print postage tapes for packages and pieces of mail that are too big for processing through the mailing system.
18. Stop Key	Ends a mail or tape processing job in progress.
19. Alpha Keyboard	Use to enter accounts and other setup information. The keyboard is underneath a cover that hinges open for access. Press shift key for capital letters and the space key for inserting space when needed. The symbol key is not for use in the U.S.
20. Clear Key	Press to clear an entry, or go to the previous screen or screens.



Alpha Keyboard Fold Out Cover

The Main Screen



The content of the main screen depends upon the current mode of the system. Only main screens contain a meter stamp and the main status.

1. **Advertisement Display** — The optional message to be printed on the envelopes or tape (if selected).
2. **Account** — The account name to which postage is charged.
3. **Class** — The currently selected class of the piece of mail.
4. **Main Status Area** — Displays important information such as warnings.
5. **Weight Display Area** — Displays the weight of the piece of mail.
6. **Mode** — The mode in which the piece of mail will be processed or what the next required action will be.
7. **Meter Stamp** — The official USPS stamp with postage printed on an envelope or tape.
8. **Inscription** — Optional postal message regarding class or special services.
9. **Batch Count** — The number of pieces of mail run in a job.

Equipment Specifications

Length	
• Without a Drop Stacker or Power Stacker	56 inches (142.24cm)
• With A DropStacker	68 inches (172.72cm)
• With Power Stacker	100 inches (254cm)
Width	24 inches (60.96 cm)
Height (cover closed)	21 inches (53.34 cm)
Power	100-240 VAC
Compliance	UL 1950, UL Listed
Operating Temperature	40°F (4°C) to 109°F (43°C) Temperature will vary depending on the material used
BTUs per Hour	Approximately 1295
Ink Usage	45,000 pieces with no advertisements, permits, or inscriptions 30,000 pieces with advertisements, permits, or inscriptions 1.5 years shelf/installed life
Printhead Life	1,000,000 cycles
External Modem	56 bytes/sec
Phone Cord - Analog Line	25 AWG or smaller phone cord

Equipment Specifications

Optimum Performance

Mail Processing Speed Max. Pieces per Minute (PPM)		
Model *	In WOW Mode	In Non-WOW Mode
DW00	120 PPM	240 PPM
DW01	N/A	240 PPM

The actual throughput of the system varies depending on the material processed, system condition, and operator skill.

*Model numbers are on labels located under the main cover on the real panel of your mailing system.

- Gummed tape throughput 35-40 tapes per minute, depending on the model
- Adhesive tape throughput is 40 tapes per minute with meter stamp only and 35 tapes per minute with advertisements and inscriptions

Advertisement Storage

- Up to 10 advertisement

Inscription Storage

- Up to 20 inscriptions

Accounting

- 25 accounts standard
  100 or 300 accounts optional
- BUDGET MANAGER™ Optional

Postal Security

- Maximum Stamp: $99.99
  Reset Type: Postage By Phone

Device Settings

- Piece count: Up to 8 digits (non-resettable)
- Batch count: Up to 8 digits (resettable)

Material Specifications

You get the best results from your mailing system when the materials you use conform to the specifications below. Apply tape to pieces of mail that are too big for system processing.

Mailing Materials

Envelope Dimensions (see figure, next page)

Minimum:	3-1/2 in. x 5 in. (89 mm x 127 mm) postcard size.
Maximum:	13 in. x 15 in. (330 mm x 381 mm) without W-O-W®
	13 in. x 13 in. (330 mm x 330 mm) with W-O-W

Envelope Flap Depth For Sealing

Flap Open

Minimum:	.75 in. (19 mm)
Maximum:	4 in. (101.6 mm)

Flap Closed

Minimum:	.75 in. (19 mm)
Maximum:	2.75 in. (69.8 mm)

NOTE: Certain types of envelopes must be fed flap open to ensure proper sealing. These include: square flapped mail, mail with deep, pointed flaps, and catalogs.

Envelope Thickness

Minimum:	0.007 in. (0.18 mm)
Maximum:	3/4 in. (18 mm)

Acceptable Envelope Materials Include

- Standard envelope paper
- Self-mailers
- Tri-fold mail
- Pre-sealed envelopes

Envelope Flap Profiles

- Commercial (square and baronial)
- Executive
- Monarch

Mail Weight

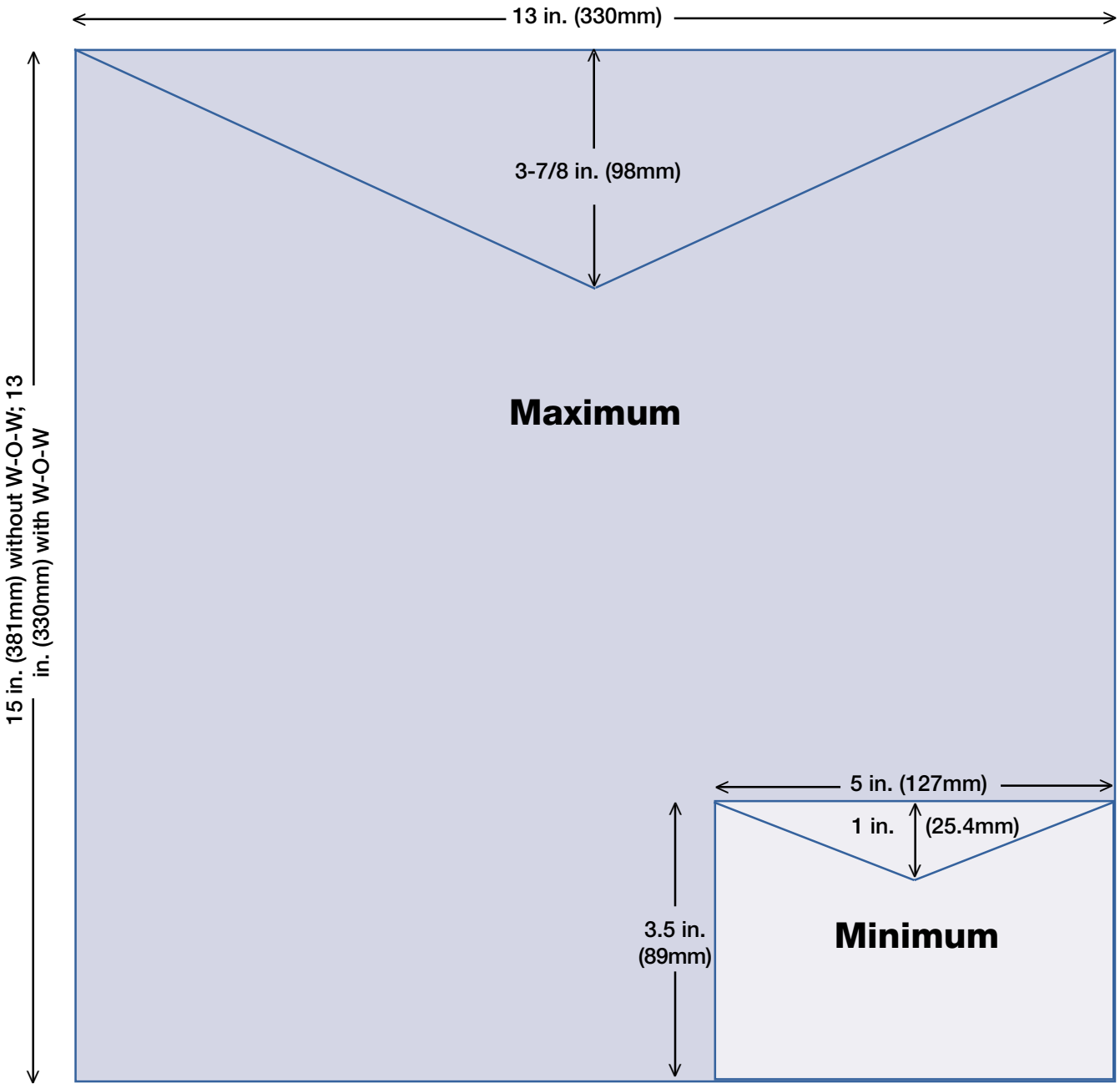
5 lbs. (2.27kg) maximum for each piece (Non W-O-W)
1 lb. (.45 k g) maximum for each piece (W-O-W)

Tape Roll Width

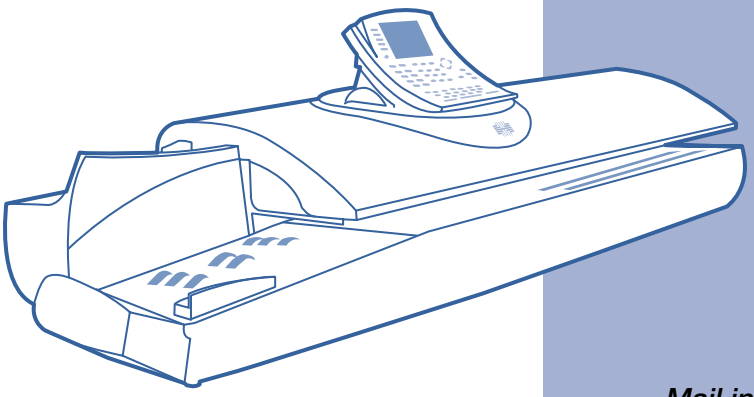
1 1/17 inches (36mm) wide
4.5 (114.3mm) or 5 inch (127mm) rolls

Envelope Specifications for DM1000

NOT Drawn to Scale



3 Mail In A Minute



Chapter Contents

Mail in a Minute 3-2
Preparing Your Mail 3-2
Running a Piece of Mail 3-2
Printing a Postage Tape 3-3

SV60951 Rev. A

3 Mail In A Minute

Mail In A Minute

This chapter explains how to use the “Key In Postage” mode. It’s the quickest and easiest way to run a piece of mail or print a postage tape.

> ***Use Key In Postage if you know the correct amount of postage for your piece of mail.***

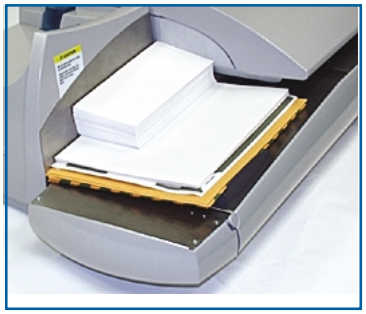
Preparing Your Mail

- Be sure you have checked *2 - Meet the DM1000* of this guide for details on the types of mail the system accepts, the types that can be run along the mailpath, and the types that require a tape.
- Adjust the light mail/postcard selection knob or the thickness adjustment knob for envelope thickness (located under the cover). The label on the knob shows the settings.
- If you are using presealed envelopes, make sure you press the **Seal** key on the IntelliLink Control Center and select **Sealer off** or the envelopes will jam.

Running Mail

How to Run Mail

1. Press the **Mode** key.
2. Select **Key In Postage**.
3. When the “Ready” screen appears, type in the postage amount using the number keys on the IntelliLink Control Center.
4. Press **Enter**.
5. Place mail on feed deck (maximum height is 7 inches and maximum weight is 5 lbs) with the address side up and with the upper edge of the envelope against the rear feed wall.
6. Remove the mail from the stacker.



While the machine processes the mail, the screen:

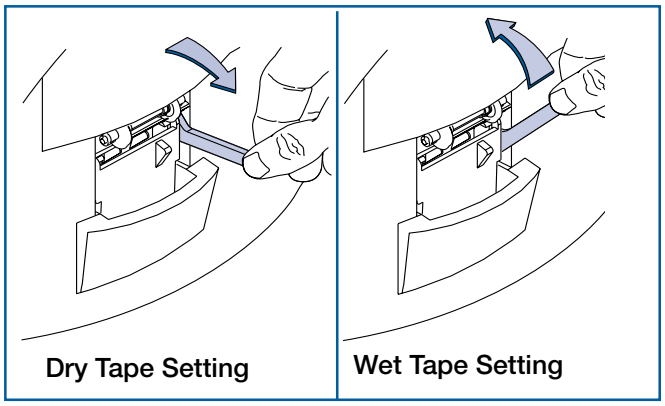
- displays status of the current job,
- instructs the operator, if necessary:
  - to insert envelope
  - to turn off machine
- keeps a running count of processed mail, and
- displays errors, at which point the machine stops immediately.

Printing a Postage Tape

For packages or mail thicker than 3/4 inch you must print a postage tape. To use this feature you must know the amount of postage you want to print. You can easily determine this using a scale.

How to Print a Postage Tape

1. Turn on the machine.
2. Make sure the date on the main screen is the same as the date you are providing the mail to the Post Office. If it isn't, see *5 - Mailing System Set Up.*
3. Press the **Mode** key on the IntelliLink Control Center.
4. Select **Key In Postage**.
5. When the "Ready" screen appears, use the number keys on the IntelliLink Control Center to enter in the postage amount.
6. Press **Enter** to confirm the postage amount.
7. Move the "wet/dry" tape lever:
   - down for dry tapes or pressure-sensitive tapes,
   - up for wetting gummed tapes.



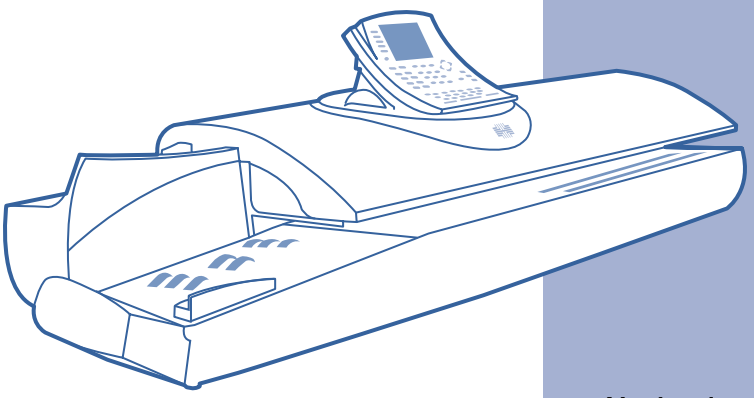
8. To print one tape:
   - Press the **Tape** key.

   To print multiple tapes:
   - Enter the number of tapes you want to print using the number keys.
   - Press the **Tape** key.

   The DM1000 ejects dry tapes until the number you entered is reached. The machine won't print another wet tape until you remove the previous one. This prevents tapes from sticking to each other.
9. Remove tapes from the tape exit on the right side of the machine.

For instructions on other ways of running your mail, see *4 - Running Mail*.

4 Running Mail



Chapter Contents

Navigating Hints 4-2
Applying Postage and Running Mail 4-3
Determining the Correct Mode 4-4
Preparing Your Mail 4-6

Mailing Modes
- *Key In Postage* 4-9
- *W-O-W* 4-9
- *Weigh First Piece* 4-10
- *Differential Weighing* 4-11
- *Manual Weight Entry* 4-12
- *Attached Scale* 4-14
- *Attached Scale - AutoTape* 4-15
- *Print Permit* 4-16
- *Time and Date Stamp* 4-17
- *Seal Only* 4-17

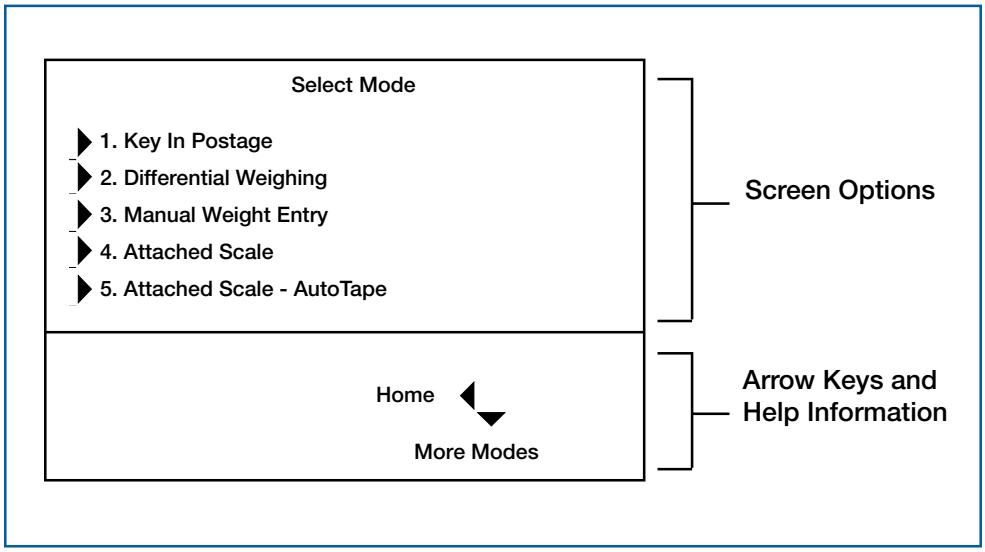
Selecting/Deselecting an Account 4-18
Other Class Requirements
- *Selecting a Country* 4-19
- *Entering a ZIP/Zone* 4-19

Meter Stamp Options 4-20
Using Confirmation Services 4-23
Adding Postage to a Piece of Mail 4-28
Changing the Date 4-29
Clear Batch Count 4-29

Navigating Hints

- The maximum number of options displayed is 5. To view more options press the down arrow key.
- You select numbered options by pressing the screen key next to the option or by pressing the corresponding number on the numeric keyboard.
- Press the **Clear** key to go back one screen or more, to clear an entry or return to the “Ready” screen. Pressing the left arrow key returns you to the main screen.
- Other selection navigation or help information appears at the bottom of the screen. Also, check for messages next to the arrow keys on the bottom right of the screen.
- The DM1000 has an Auto-On feature that allows you to process mail without pressing the start button after you place mail on the feed deck. The IntelliLink Control Center™ advises you of the mailing stage you are in.

Sample Screen



Applying Postage and Running Mail

To apply postage and run mail on the DM1000, follow the procedures listed here.

You must follow procedures 1 and 2 *before* you run mail through the system and apply postage. If you are using standard or BUDGET MANAGER™ accounting, you must also follow procedure 4.

Follow the other procedures listed here as needed.

1. **Determining the Correct Mode** for your specific job.
2. **Preparing your mail for the DM1000.**
3. **Running Your Mail and Tapes.** Using the selected mode to run mail.
4. **Selecting or Deselecting an Account to Print Postage**. Refer to this section if your system uses accounting.
5. **Other Class Requirements: International and Zip Zones**
6. **Selecting Meter Stamp Options**. This section describes how to change the elements printed on your piece of mail or tape.
7. **Using USPS Confirmation Services**. The USPS provides three types of confirmation services: Delivery Confirmation, Signature Confirmation, and E-Certified Mail.
8. **Adding Postage or Changing the Date on a Piece of Mail**. This sections tells you how to add more postage or change the date of your postage.
9. **Clearing the Batch Count**. Refer to this section if you want to clear or reset the number of pieces of mail processed by your system.

4 Running Mail

1 Determining the Correct Mode

Feeding Mail or Printing Tape?

1. If your mailpiece requires no application of postage, see Chart C on the following page to choose your mode.
2. If your mailpiece requires postage, you must determine if you can print directly on your mail.

   You can feed mail if your pieces of mail are:

   - under 3/4in. thick.
   - over 3-1/2 in. x 5 in. or under 13 in. x 15 in.
   - under 5 lbs.
   - not too thin (such as fliers, or Tyvek® envelopes) or too fragile (such as air mail and onion skin envelopes) to pass through the feeder.
   - of a size which meets the requirements for mail feeding listed in *2-Meet the DM1000.*
3. If your mail meets the above requirements for feeding, select the appropriate mode from chart A below.
4. If your mail does NOT meet the requirements for direct printing, you MUST print a postage tape. Select the applicable postage mode from chart B on the following page.

Chart A - Printing on Mail

If:	Use this Mode:
You know the amount of postage needed for your piece of mail.	Key In Postage
You do not know the weight of your piece of mail.	Attached Scale
Pieces of mail are different weights, but fall within the size guidelines listed. Under 1 lb. and under 13 in. x 13 in.	W-O-W* (Weigh-on-the-Way) A purchaseable option. Not in all systems.
Your pieces of mail vary in types, sizes, and/ or weights.	Differential Weighing* A purchaseable option. Not in all systems.
All pieces of mail are identical.	Weigh First Piece (Used only with W-O-W)

Chart B - Postage Tape Modes

If:	Use this Mode:
You know the amount of postage needed for your piece of mail.	Key In Postage
You do not know the weight of your piece of mail.	Attached Scale A purchaseable option. Not in all systems.
You have several pieces of mail and you do not know their postage.	Attached Scale-AutoTape A purchaseable option. Not in all systems.
You know the weight.	Manual Weight Entry* A purchaseable option. Not in all systems.
Your pieces of mail vary in types, sizes, and/or weights.	Differential Weighing* A purchaseable option. Not in all systems.

4

Chart C - Mailpiece Modes with NO Postage Application

If:	Use this Mode:
Your mailing requires a permit.	Print Permit
You only want to seal the envelope. You do NOT want to apply postage.	Seal Only (No Printing)
You want to print the date or time on incoming mail for record keeping.	Time and Date Stamp A purchaseable option. Not in all systems.

4 Running Mail

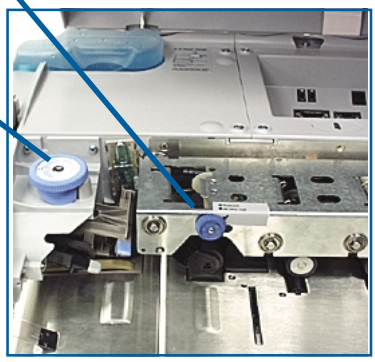
2 Preparing Your Mail

If you intend to run pieces of mail, read *About Running Mail* below. If you are going to print postage tapes, read *About Printing Postage Tapes* on page 4-8.

Then, proceed to section 3 .

About Running Mail

- Be sure you have checked *2-Meet the DM1000* in this guide for details on the types of mail the system accepts, the types that can be run along the mailpath, and the types that require a tape.
- Sort mail by account and by envelope size, placing the largest, heaviest pieces on the bottom.
- Adjust the light mail/postcard selection knob (located under the cover). Turn to the left for postcards and light mail or to the right for all other mail.



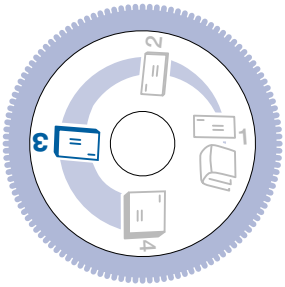
- Adjust the thickness adjustment knob for envelope thickness. The label on the knob shows the settings.

  Setting 1 is best for thin mail or thick mail.

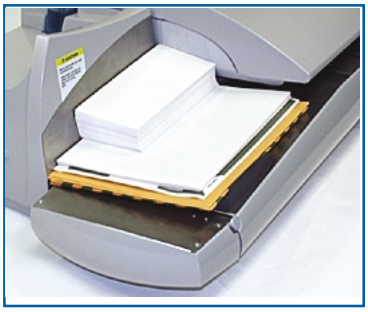
  Setting 3 is best for most business envelopes.

  If mail is not processing correctly in **Settings 1 or 3**, adjust the thickness knob to the next settings - **2 or 4.**

  To pick a setting, turn the knob to the arrow located on the feed cover.



- If you are doing a large mail run, verify that you have sufficient funds in your postage meter. If you do not have enough funds, see *Chapter 6*, *Adding Postage* in this guide.
- If you enter an amount that is higher than the set high value limit, a warning appears. See High Value Warning in *5 - Mailing System Setup*.
- Place mail on feed deck (maximum height is 7 inches and maximum weight is 5 lbs) with the address side up and with the upper edge of the envelope against the rear feed wall. The mail stack can consist of mail of different sizes and flap orientation, however, smaller mail should be placed on top of the stack and larger pieces at the bottom.



Feeding Mail

- If you have AutoStart enabled, do NOT place the mail on the deck until have made all your selections and are ready to run mail.
- Do not lift any of the covers on the mailing system while the system is printing or the system stops printing.

Sealing Mail

- When printing a meter stamp, you can run sealed flap, open flap and closed flap mail in the same job run. However, when sealing, you can run in the same batch only envelopes with:
  - open and closed flaps, or
  - open flaps and already sealed flaps

  Important: You **cannot** run closed flap and already sealed envelopes together. The system will rip the already sealed envelopes.

- To seal and print:
  1. Press the **Seal** Key.
  2. Select **Seal and Print**.
  3. To seal and print:
  - *open flaps*, *closed flaps* or a *combination of the two*, select: **Flaps are both Open and Closed**.
  - *open flaps*, *already sealed flaps* or a *combination of the two*, select **Flaps are Open and Nested**.
- To seal only:
  1. Press the **Seal** Key.
  2. Select **Seal and Print**.

  Do NOT run already sealed pieces in this mode.
- If the flap depth of your envelope is more than 2 3/4”, you must open the flap and place it between the feed deck and the rear feed deck wall. See the figure at right.

Stacking Mail

- Remove mail from the stacker when full.

  Drop Stacker holds up to 200 envelopes.
  Power Stacker hold up to 800 envelopes.

  The system pauses processing when the stacker is full and restarts after you empty the stacker.

About Printing Postage Tapes

The DM1000 is designed to use gummed tape or a special pressure sensitive adhesive tape made exclusively for it. You cannot print postage tapes in the Seal Only, W-O-W, or Weigh First Piece modes.

To print one tape, you simply press the **Tape** key instead of placing mail on the deck.

To print more than one tape, use the numeric keys to type in the number of tapes you want, then press the **Tape** key. The tapes exit into the stacker on the right side of the mailing system. You can request up to 50 tapes at a time.

To moisten gummed tape, move the “wet/dry” tape lever up.

- Wet tapes exit one at a time. The machine pauses for you to remove each wet tape before it prints and ejects another one.
- If you do not remove wet tape within the required time, the machine stops. Remove the tape and press the **Start** button to continue.
- If you use wet tapes make sure you have enough E-Z Seal® in the bottle.

For dry tapes or pressure-sensitive tapes, move the “wet/dry” tape lever down.

WARNING! Use only fresh rolls of Pitney Bowes tape to avoid distortion or jams in the mechanism and possible loss of postage.

Do not lift any of the covers on the mailing system while the system is printing or the system stops printing.

3 Running Your Mail and Tapes

The following pages contain all the modes available on the DM1000 mailing system. You have, by now, already decided which mode you will be using. Follow the steps for your mode exactly. Watch the screen for instructions and warnings.

While the machine processes the mail, the screen:

- displays status of the current job,
- instructs the operator, if necessary:
  - to insert envelope
  - to turn off machine
- keeps a running count of processed mail, and
- displays errors, at which point the machine stops immediately.

Mode: Key In Postage

Use Key In Postage if you know the correct amount of postage for your piece of mail.

You can select the Key In Postage screen from the Mode menu. However, the Key in Postage screen also appears as the main screen after power up.

How to Use Key In Postage

1. Press the **Mode** key.
2. Select **Key In Postage**.
3. When the “Ready” screen appears, type in the postage amount using the number keys on the IntelliLink Control Center.
4. Press **Enter**.
5. Select **Account** and follow the prompts. (For further details, see *Selecting/Deselecting an Account to Print Postage*.)
6. If printing on a piece of mail, press the **Seal** key and select your sealing option.

   If printing on a piece of tape, move the tape lever up for wet tape and down for dry or pressure-sensitive tape.
7. If necessary, adjust the thickness adjustment knob and the light mail/postcard selection knob.
8. To print on a piece of mail, place the mail on the feed deck. If you have *disabled* Auto-Start, you must press **Start** to begin the mail run.

   To print tape, press the **Tape** key.

Mode: Weigh-On-the-Way

A purchaseable option. Not in all systems.

Use the W-O-W mode when:

- You do not know the weight of the pieces of mail.
- The pieces of mail are of different weights.
- You want to run mail quickly.
- Your machine has the W-O-W feature.

The Weigh-On-the-Way (W-O-W) feature increases productivity by weighing the piece of mail and applying the correct postage as it travels through the mailing machine.

WARNING!

Do not lean on or disturb the system while it is processing mail in the W-O-W mode; it will affect the amount of postage applied to the mail.

How To Run Mail in the W-O-W Mode

1. Press the **Mode** Key.
2. If the WOW mode is not listed, select **Weighing Options.**
3. Select **W-O-W**.
4. Press the **Class** key to select a class.
5. Select the appropriate class from the ones displayed. If more than one carrier is listed for the class you select, use the right arrow key to compare the rates.
6. If necessary, select a special service.
7. Press **Enter.** Even if you do not choose a special service, you must press the **Enter** key to confirm the class.
8. Select **Account** and follow the prompts. (For further details, see *Selecting/Deselecting an Account to Print Postage*.)
9. If necessary, adjust the thickness adjustment knob and the light mail/postcard selection knob.
10. Press **Seal** key and select your sealing option.
11. Place the mail on the feed deck. If you have disabled Auto-Start, you must press **Start** to begin the mail run.

Mode: Weigh First Piece

Use the Weigh First Piece mode if:

- You do not know the weight of your mail.
- All mail is identical.

The machine weighs only the first piece and processes the remaining **identical mail** at the same postage rate.

How to Use Weigh First Piece

1. Press the **Mode** key.
2. If the Weigh First Piece mode is not listed, select **Weighing Options**.
3. Select **Weigh First Piece**.
4. Press the **Class** key to select a class.
5. Select the appropriate class from the ones displayed. If more than one carrier is available for the class you select, use the right arrow key to compare the rates.
6. If necessary, select a special service.
7. Press **Enter.** Even if you do not choose a special service, you must press the **Enter** key to confirm the class.
8. Select **Account** and follow the prompts. (For further details, see *Selecting/Deselecting an Account to Print Postage*.)
9. If necessary, adjust the thickness adjustment knob and the light mail/postcard selection knob.
10. Press the **Seal** key and select your sealing option.
11. Place the mail on the feed deck. (See *Preparing Your Mail* in this chapter.) If you have disabled Auto-Start, you must press **Start** to begin the mail run.

Mode: Differential Weighing

A purchaseable option. Not in all systems.

Use the Differential Weighing mode if:

- You have mail that cannot be processed in the W-O-W mode.
- You have mixed mail of different sizes and weights.
- You have an attached scale.

When using differential weighing, you place all the mail on the scale at once, then remove each piece, one at a time. The system calculates the postage for each piece of mail as you remove it from the scale and applies the postage to the piece as it goes through the mailing system.

Each piece of mail must weigh at least as much as the Differential Weigh Trip Weight that was previously set. See *Scales/Rates, Differential Weigh Trip Weight* in *5 - Mailing System Setup.* If you remove a piece of mail which does not meet the minimum weight, the scale does not recognize the removal of the piece of mail.

If you mistakenly remove more than one piece of mail, put all of it back on the scale. If you only put one piece back on, the system will not print the correct postage.

How to Use Differential Weighing

1. Set the scale to zero by pressing the **Menu** key, then selecting **Zero Scale**.
2. Press the **Class** key to choose a class if you have not done so. If more than one carrier is available for the class you select, use the right arrow key to compare the rates.
3. Select **Account** and follow the prompts. (For further details, see *Selecting/Deselecting an Account to Print Postage*.)
4. If printing on a piece of mail, press the **Seal** key and select your sealing option.

   If printing on a piece of tape, move the tape lever up for wet tape and down for dry or pressure-sensitive tape.
5. Press the **Mode** key.
6. If the Differential Weighing Mode is not listed, select **Weighing Options.**
7. Select **Differential Weighing**. The system prompts you to place the mail on the scale.
8. Place the mail on the scale. Once you place the mail on the scale, the system displays the following prompt:

   Print tapes automatically On or Off
9. To automatically print a tape when you remove each piece of mail, select **On.**

   To print on a piece of mail, select **Off**. Remove each piece of mail

from the scale, place on feed deck.

When you remove the last piece of mail from the scale, the system asks you if you want to print postage.

10. If the last item you remove from the scale is a mail container, select **No**.

Mode: Manual Weight Entry

A purchaseable option. Not in all systems.

Use the Manual Weight Entry mode if:

- You know the weight and class of your piece of mail.
- You want to know the price of postage.

How To Enter Weight Manually

1. Press the **Mode** Key.
2. If the Manual Weight Entry mode is not listed, select **Weighing Options**.
3. Select **Manual Weight Entry**.
4. If the weight includes pounds, enter number of pounds.
5. Press the **Right Arrow** key to enter the number of ounces. Enter the ounces.
6. Press **Enter.**
7. Press the **Class** key to choose a class if you have not done so. If more than one carrier is available for the class you select, use the right arrow key to compare the rates.
8. If necessary, select a special service.
9. Press **Enter. Even** if you do not choose a special service, you must press the **Enter** key to confirm the class.
10. Select **Account** and follow the prompts. (For further details, see *Selecting/Deselecting an Account to Print Postage*.)
11. If necessary, adjust the thickness adjustment knob and the light mail/postcard selection knob.
12. If printing on a piece of mail, press the **Seal** key and select your sealing option.

    If printing on a piece of tape, move the tape lever up for wet tape and down for dry or pressure-sensitive tape.
13. If printing on a piece of mail, place the mail on the scale, then remove it from the scale and place on feed deck. If you have disabled Auto-Start, you must press **Start** to begin the mail run.

    To print tape, press the **Tape** key.

Mode: Attached Scale

Use the Attached Scale mode if:

- You have a package that cannot go through the machine.
- You want to know the weight of an envelope that you want to run through the machine.

The external scale is optional equipment that can be used with or without tapes.

How to Use the Attached Scale

1. Press the **Mode** key.
2. If the Attached Scale mode is not listed, select **Weighing Options.**
3. Select **Attached Scale**. The “Attached Scale Mode” screen appears.
4. Press the **Class** key to choose a class if you have not done so. If more than one carrier is available for the class you select, use the right arrow key to compare the rates.
5. If necessary, select a special service.
6. Press **Enter. Even** if you do not choose a special service, you must press the **Enter** key to confirm the class.
7. If you want to charge this postage to an account, select **Account** and follow the prompts. (For further details, see *Selecting/Deselecting an Account to Print Postage*.)
8. If necessary, adjust the thickness adjustment knob and the light mail/postcard selection knob.
9. If printing on a piece of mail, press the **Seal** key and select your sealing option.

   If printing on a piece of tape, move the tape lever up for wet tape and down for dry or pressure-sensitive tape.
10. If printing on a piece of mail, remove piece of mail from the scale, place on feed deck. If you have disabled Auto-Start, you must press **Start** to begin the mail run.

    To print tape, press the **Tape** key.

Mode: Attached Scale-AutoTape

Use the Attached Scale-AutoTape if:

- You are processing several pieces of mail and need to weigh the mail and print tapes.

The AutoTape mode is designed to save you time when you have several pieces of mail that need to be weighed as well as have tapes printed. In this mode each time a new weight is placed on the attached scale, a tape with the correct postage automatically prints out.

How To Run Mail in the Attached Scale-AutoTape Mode

1. Verify that the Trip Weight value is correct or change if necessary. Each mailpiece must be no less than this value. (See *5 - Mailing System Setup, Setting the Differential Weigh Trip Weight)*.
2. Check that the AutoScale feature set to **On** (See *5 - Mailing System Setup, Scales/Rates* in this guide).
3. Press the **Mode** key.
4. If the Attached Scale-Auto Tape mode is not listed, select **Weighing Options.**
5. Select **Attached Scale-AutoTape**.

   The “Print Tape Automatically” screen appears.
6. Press the **Class** key to choose a class if you have not done so. If more than one carrier is available for the class you select, use the right arrow key to compare the rates.
7. Select **Account** and follow the prompts. (For further details, see *Selecting/Deselecting an Account to Print Postage*.)
8. Move the tape lever up for wet tape and down for dry or pressure-sensitive tape.
9. Place each piece of mail, one at a time, on the scale. The system prints a tape each time you place another piece of mail on the scale.

Mode: Print Permit

A purchaseable option. Not in all systems.

Use Permit mode if:

- You are doing a bulk mailing and you want to take advantage of your USPS permit account discount.
- You want to apply prepaid postage to an enclosed reply envelope.

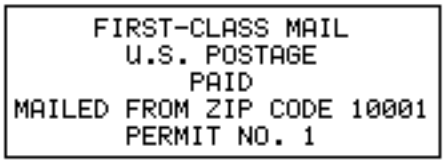
You need:

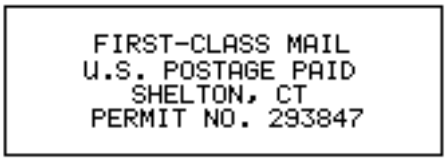
- A permit available in the IntelliLink Control Center.
- A permit account with the Post Office.

A permit is a special postal mark with an identification number that is issued by the Post Office and used instead of the usual meter stamp. Mail with this postal mark must be brought to the Post Office for special processing and rate discounts.

The permit is paid for directly to the Post Office. No Postage By Phone® funds are used.

Sample Permits





How To Use the Print Permit Mode

1. At the main screen press the **Mode** key.
2. Select **Print Permit**.
3. Select the permit you want. If there is only one permit available, the permit appears on the screen as soon as you select **Print Permit** mode.
4. Press **Enter.**
5. If necessary, adjust the thickness adjustment knob and the light mail/postcard selection knob.
6. Press the **Seal** key and select your sealing option.
7. Place the mail on the feed deck. (See *Preparing Your Mail* in this chapter.) If you have disabled Auto-Start, you must press **Start** to begin the mail run.

Mode: Time and Date Stamp

A purchaseable option. Not in all systems.

Use the Time and Date Stamp mode if:

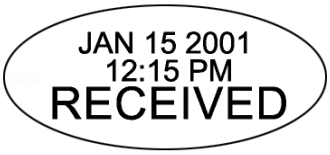
- You want to print the current time and date on incoming mail for record keeping.

When you use the Time and Date Stamp the sealer automatically turns off.

How To Use Time and Date Stamp Mode

1. Press the **Mode** key.
2. Select **Time and Date Stamp**.
3. Select **Print Time and Date Stamp**.
4. If necessary, adjust the thickness adjustment knob and the light mail/postcard selection knob.
5. Place the mail on the feed deck. If you have disabled Auto-Start, you must press **Start** to begin the mail run.

Time and Date Stamp



Mode: Seal Only (No Printing)

Use Seal Only-No Printing mode if:

- You only want to seal envelopes and not apply any postage. You may use this feature even if there is no tape or postage in the machine.

How To Run Seal Only– No Printing

1. Press the **Mode** key.
2. Press the **Seal** key and select **Seal Only- No Printing**.
3. If necessary, adjust the thickness adjustment knob and the light mail/postcard selection knob.
4. Place the mail on the feed deck. If you have disabled Auto-Start, you must press **Start** to begin the mail run.

4 Selecting/ Deselecting an Account to Print Postage

How to Select An Account to Print Postage

1. Press the **Accounts** key. The system lists your accounts.
2. Use the down arrow key to view more accounts if necessary.
3. Select the account you want to use to charge postage.

   If the account is password protected, you are prompted to enter the password.
4. Enter the password.

   The system displays the main screen showing the account name/ number as well as any subaccount or sub-subaccount names.

   If you pressed “None”, the system deselects the current account and “None selected” appears on the main screen.

   For example, if you have a top-level account named Engineering with a subaccount named Mechanical, the following account name appears in the display:

   “Engineering
   Mechanical”

   The lowest account name (in this case “Mechanical”) is the account that is charged.
5. Press **Enter**.

5 Other Class Requirements

Selecting a Country

If you are sending mail out of the country, you may select the desired country by scrolling the list using the arrow keys, or by typing in the country using the letter keys. You may also type in the first letter of the country; a list of countries beginning with that letter appears.

How To Select a Country

1. Press **Class.**
2. Press the **right arrow** key for a list of USPS International classes.
3. Select an international class and service (if applicable) and a list of countries appears.
4. You may scroll the countries using the up and down arrow keys or you can type in the first letter or letters of the country where you are sending the piece of mail. (*If you know the country code you may type it in.)*

   Either the country or a list of countries beginning with the same letter(s) appears.
5. Select the country you want.

USPS ZIP/ Zone Codes

If you are using an external scale to weigh mail, depending on the class and weight, you may need to enter a ZIP code or Zone to calculate the postage. For the latest ZIP/Zone information contact your local post office.

- If you do not know the zone, type in the ZIP Code and the machine converts it to the proper zone.
- If you know the zone, you may type it in directly using the number keyboard.
- Do not enter the zone if you are in the W-O-W mode; it will only take a ZIP code.

How To Enter a ZIP Code or a Zone

1. Using the number keypad, enter ZIP Code or the number of the zone when the system prompts you.
2. Press **Enter**.

6 Meter Stamp Options: Printing, Advancing, or Omitting the Date/Day

The Meter Stamp Options selection allows you to change the elements printed on your piece of mail or tape.

The list of options that displays depends on the model number of your mailing system. The possible options are :

- Date
- Advertisement
- Inscription
- Print Position

If you select Date under Meter Stamp Options, your options are:

- Print entire date
- Don't print date
- Print only month and year
- Advance the date
- Reset to today's date

How to Advance or Omit Printing the Date/Day

1. Press **Menu** Key.
2. Select **Meter Stamp Options**.
3. Select **Date**.
4. Select the option you want for printing the date.
5. Follow screen instructions to complete your selection.

Meter Stamp Options: Piece ID Number

For international use only.

Meter Stamp Options: Advertisements

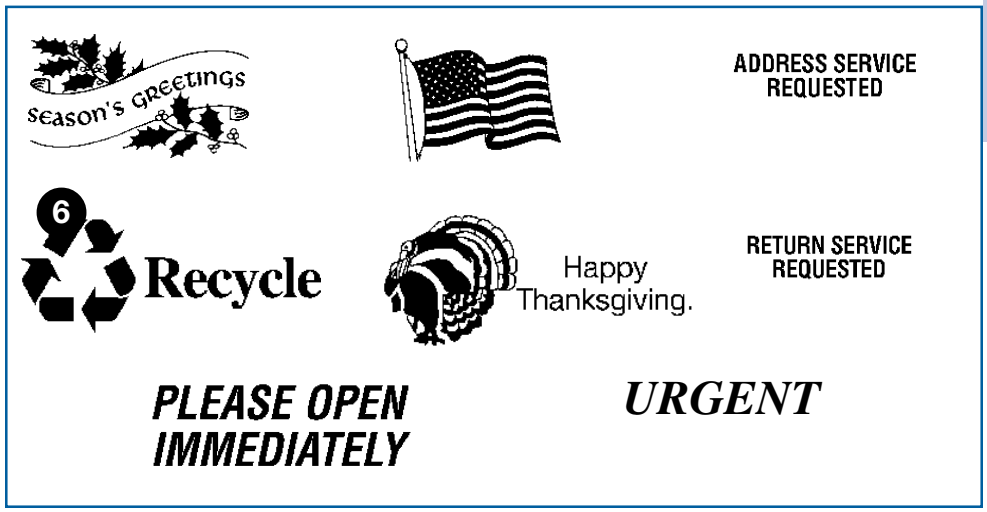
If you would like an advertisement to appear on your piece of mail, you may select one that is installed in your machine.

If no advertisements have been installed, enabled, or downloaded from an art card, this option does not appear.

How to Select or Deselect an Advertisement

1. Press the **Menu** key.
2. Select **Meter Stamp Options.**
3. Select **Advertisement**.
4. To add an advertisement use the screen menu key to select one of the advertisements displayed. To deselect an advertisement, just select a new one.
5. Press the **Start** key. The advertisement appears on the screen.

Advertisements Available



Sample Meter Stamp With Advertisement

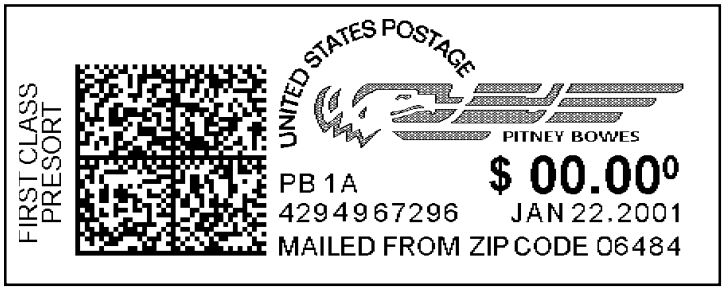
Meter Stamp Options: Inscriptions

An inscription is an optional message such as “First Class” or “Nonprofit” that prints vertically to the left of the meter stamp.

How to Select or Deselect an Inscription

1. Press the **Menu** key.
2. Select **Meter Stamp Options**.
3. Select **Inscription**.
4. Select an inscription for the display.
5. The inscription appears next to the meter stamp in the display.

Sample Meter Stamp With Inscription



Inscription

Inscriptions Available

Par Avion	Non Profit Organization
Presorted Standard	Air Mail
Priority Mail	Printed Matter
Standard	Presorted
First Class	

Meter Stamp Options: Print Position

Use this feature to move the position of the meter stamp away from the right edge of the envelope. Some countries’ postal services require this repositioning of the meter stamp.

When you change the print position, the meter stamp prints in the new position for all mail runs, until you select another position.

How to Select the Meter Stamp Position

1. Press the **Menu** key.
2. Select **Meter Stamp Options**.
3. Select the **Print Position** option that is appropriate for your country.
4. Use the l**eft and right arrow keys** to switch between the possible positions (1-9, where 1 is closest to the right edge).

7 Using Confirmation Services: Overview

The United States Post Office provides three options of confirmation services. Each service has its own set of barcode labels. For more on delivery confirmation and tracking go to Pitney Bowes web site, *www.pb.com* or refer to *Using USPS Confirmation Services for Digital Mailing Systems* publication supplied by Pitney Bowes.

Confirmation Service	*When To Use This Service:*
Delivery Confirmation	To find out when your mail was delivered
Signature Confirmation	To find out who signed for the mail
Certified Mail	To provide you with proof that you mailed the piece of mail

Postage Calculation

- Your mailing system calculates the postage as soon as you weigh your piece of mail and select the class and service.

NOTE: You cannot enter postage manually when using these services.

Discounts

- You receive a discount when you use these services and send the barcode electronically through the mailing system.
- In some cases, such as adding electronic Delivery Confirmation to a Priority letter, you only pay the postage required for Priority mail.

NOTE: Your discounts are valid only if you use the barcode labels provided by Pitney Bowes and send the records electronically.

Sending Records to Pitney Bowes

- Your system stores up to 100 of your barcode records and automatically connects to Pitney Bowes. It uploads these records either at the specified scheduled time or whenever you process the maximum number of pieces of mail on the system.
- For directions on how to schedule uploads, refer to *Set Up Scheduled calls to Pitney Bowes* in *5 - Mailing System Set Up* in this guide.

Using Confirmation Services: Overview *(continued)*

Tracking Information on the Internet

- You can track your mail after 24 hours on the internet using your Pitney Bowes Postage By Phone account number and the barcode number. Go to the site:

  www.pb.com

  Go to **"Tools and Tracking"** and look for **USPS Delivery Confirmation.**
- You can also track your mail by going to the U.S. Postal Service web site at:

  www.usps.com

Adding Services or Making Changes

- If you have already printed postage on your piece of mail and you decide afterward you want to add a service, follow the instructions in the section *Add Postage and/or Change the Date* in this chapter.
- If you need to add more postage to cover the confirmation services, refer to the section *Add Postage and/or Change the Date* in this chapter.
- If you realize you have put the wrong barcode on a piece of mail or package, you can change it as long as you have not sent the records to Pitney Bowes. Follow the instructions in this chapter for *Editing, Deleting or Sending Confirmation Services Records.*

Using Confirmation Services Before Printing Postage

USPS Confirmation Services are available when you are in the Attached Scale mode, Manual Weight Entry mode, or Differential Weighing mode. For more information, refer to *Select the Postage Mode* section in this chapter.

The following procedure is based on using a Priority class and the E-Del Con service. Your procedure may vary slightly depending on your class and service.

1. Place the piece of mail or package on the scale.
2. Press the **Class** key.
3. Select the class, for example, **Priority**.
4. Select the service, for example, **E-Del Con**. As soon as you select the service, a check mark appears in front of it.
5. Press the **Enter** key.
6. At this point, you are prompted to enter your 5-digit ZIP Code. Use the numeric keyboard to enter the code.

Using Confirmation Services Before Printing Postage *(continued)*

7. Press the **Enter** key and the "Barcode" screen appears.
8. If this is the first time you are entering a confirmation service, the screen is blank and you need to enter the entire barcode value.

United States Postal Service
DELIVERY CONFIRMATION
Label 315, July 2000
91 1408 2133 3930 0015 3516
Delivery Confirmation #
91 1408 2133 3930 0015 3516

   a.) If you have used the confirmation service before, the next barcode number (in the series of barcode labels) appears.

   b.) If you have used all of the labels in a series of barcode labels, you need to enter the part of the barcode numbers that corresponds to the first label in the new series.

9. Press the **Enter** key to accept the barcode number and the system returns to the main screen ("Attached Scale Mode" appears).

> **NOTE:** Make sure the barcode on the label matches the barcode number you just entered in the system.

10. Press the **Tape** key to print a tape. To print postage on a piece of mail, place it on the feeder and press the **Start** key.
11. Apply the barcode label to the piece of mail.
12. Press the **Enter** key. The *"More to Process?" screen* appears. Follow the screen prompts to process more confirmation pieces of mail.

Adding Confirmation Services After Printing Postage

If you have already applied postage to a piece of mail and you now want to add a confirmation service to it, follow the procedure here.

This procedure is based on using a Priority class and the E-Del Con service. Your procedure may vary slightly depending on your class and service.

1. Place the piece of mail or package on the scale.
2. Press the **Menu** key.
3. Press the down arrow key and then select **Confirmation Services**.
4. Select **Add Record**. The “Select Class” screen displays.
5. Select the class, for example, Priority Mail. The *“Select Service”* screen displays.
6. Select the service, for example, **E-Del Con**. Press the **Enter** key.
7. At this point, you are prompted to enter your 5-digit ZIP Code. Use the number keyboard to enter the code.
8. Press the **Enter** key and the “Barcode” screen appears.
9. If this is the first time you are entering a confirmation service, the screen is blank and you need to enter the entire barcode number.

   If you have used the confirmation service before, the next barcode number (in the series of barcode labels) appears.

   If you have used all of the labels in a series of barcode labels, you need to enter the part of the barcode numbers that corresponds to the first label in the new series.
10. Press the **Enter** Key. Once you have entered or accepted the displayed barcode number, you get a screen that summarizes the information you are sending.

> **NOTE:** If you have selected a confirmation service that is not free, the postage amount appearing in the summary is greater than the amount of postage you have already applied. If this is the case, you must add more postage after you have applied the barcode label. Refer to the *Add Postage* section in this chapter.

11. Press the screen key for **OK** and the system stores the Confirmation information and displays the *“More to Process”* screen. Follow the prompts to process more pieces of mail.

Editing, Deleting or Confirmation Services Records

This procedure tells you how to edit, delete or send confirmation services records once you have entered them into your system.

Your system can store up to 100 of your barcode records before sending them to Pitney Bowes.

How To Edit or Delete Confirmation Service Records

1. Press the **Menu** key.
2. Press the down arrow key and then select **Confirmation Services**.
3. To edit an existing record, select **Edit Records**. You can edit either the ZIP Code or barcode entry. To modify the class or service, you need to delete the record and add it as a new record.

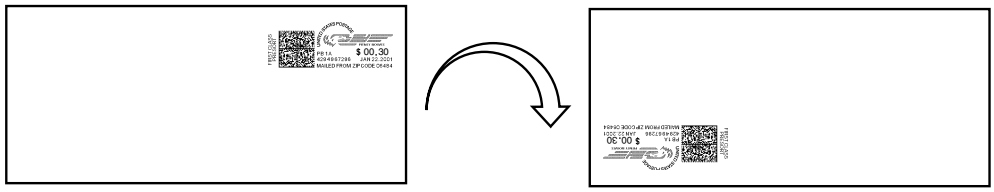
   To delete a record, select **Delete Unsent Records** (you cannot delete a record once you have sent it to Pitney Bowes).
4. As soon as the system sends all of your records, you can select to print a receipt on a tape or an envelope, or you can skip printing a receipt altogether.

8 Adding Postage to a Piece of Mail

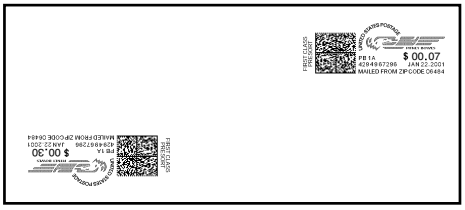
If you do not have the correct postage on a piece of mail, you can add more postage directly on a piece of mail or print the corrections on a tape and then apply it to the piece of mail.

How to Add Postage

1. Turn the mail around so that the original meter stamp is on the bottom left corner as shown. Place the mail on the feed deck with the flap facing down.



2. Press **Mode** key.
3. Select **Key In Postage**.
4. Enter the additional amount of postage using the number keys and press **Enter.**
5. Press the **Start** key to print on an envelope or press **the Tape** key to print a tape.

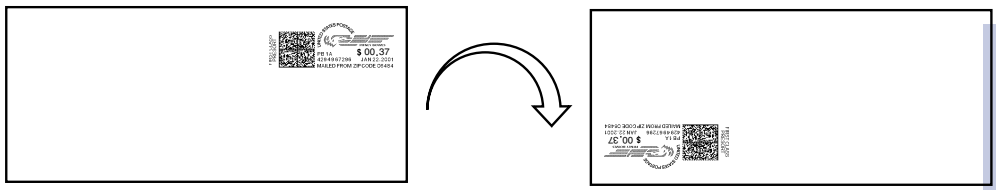


Changing the Date on a Piece of Mail

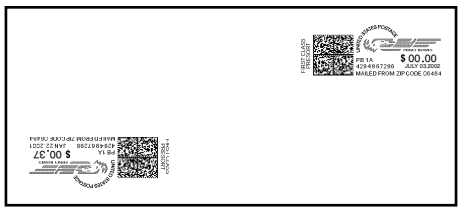
If you do not have the correct date on a piece of mail, you can add more postage directly on a piece of mail or print the corrections on a tape and then apply it to the piece of mail.

How To Change the Date

1. Press the **Mode** key.
2. Select **Key In Postage.**
3. Enter **$0.00** Postage and press **Enter**.
4. Press the **Menu** key and then select **Meter Stamp Options**.
5. Select the **Date** option and make the appropriate selection.
6. Follow the prompts on the main screen. Press **Enter** when complete.
7. Turn the mail around so that the original meter stamp is on the bottom left corner as shown. Place it on the feed deck with the flap facing down If you are printing a tape, press the **Tape** key.



8. The date correction prints on the envelope as shown below. If you print a tape, apply the tape to the envelope below the existing meter stamp.



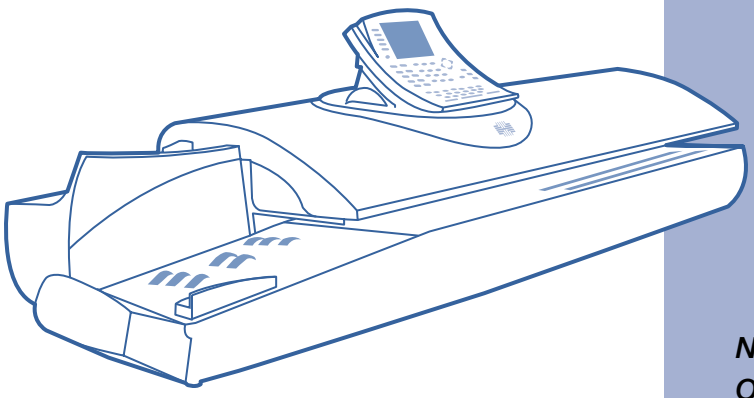
9 Clearing the Batch Count

If you keep track of the number of pieces of mail you process for each job or mail run, you may want to clear the batch count at the end of a run or just before starting a new run. The batch count appears on the display in the lower right corner.

How to Clear a Batch Count

1. Press the **Funds** key. The “View Funds” screen appears.
2. Press the right arrow key to clear the batch count.
3. If you have specified that a supervisor password must be entered in order to clear the batch count, the system prompts you to enter the password. Enter the password.
4. Press the **Enter** key.

5 Mailing System Setup



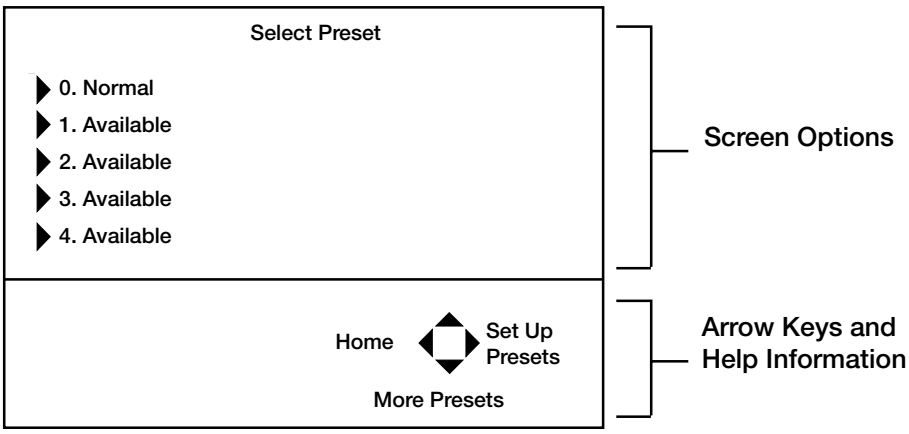
Chapter Contents

Navigating Hints 5-2
Overview of Mailing System Setup 5-3
Setting the Display Language 5-4
Adjusting Display Contrast and Volume Control 5-4
Selecting Autostart. 5-4
Setting the Date and Time of Day 5-5
Setting Up A Supervisor Password 5-6
Setting A Lock Code 5-7
Setting Up the Scale/Selecting Rates ... 5-8
Setting Postage By Phone® 5-12
Adding an Optional Printer 5-15
Configuring Funds Warnings 5-15
Configuring Low Ink Warnings 5-16
Configuring System Timeouts 5-16
Setting Up Scheduled Calls to Pitney Bowes 5-19
Defining Custom Presets 5-20
Feature Code Enabling 5-22
Taking the Meter Out of Service 5-22

SV60951 Rev. A

Navigating Hints

- The maximum number of options that display is 5. To view more options, press the **down arrow key**.
- You can select a numbered option either by pressing the screen key next to the option, or by pressing the corresponding number on the keyboard and pressing the **Enter** key.
- To go back one screen or more, clear an entry, or return to the “Ready” screen, press the **Clear** key. Pressing the left arrow key returns you to the main screen.
- Other selections or navigation or help information appears at the bottom of the screen. Also, check for messages next to the arrow keys on the bottom right side of the screen.



Sample Screen

Overview of Mailing System Setup

The following is a list of the setup procedures.

Depending on your requirements, you may need to follow all or only some of the procedures listed here.

For details on each procedure, refer to the section number indicated here.

1. Setting the Display Language.
2. Adjusting the Display Contrast and Volume Control.
3. Setting the Date and Time of Day.
4. Selecting Autostart.
5. Setting up a Supervisor Password.
6. Setting up a Lock Code.
7. Setting up the Scale/Selecting Rates.
8. Setting up Postage By Phone.
9. Adding an the Optional Printer.
10. Configuring High and Low Funds Warnings.
11. Configuring Low Ink Warnings.
12. Configuring System Timeouts.
13. Setting up Scheduled Calls to Pitney Bowes.
14. Defining Custom Presets.
15. Feature Code Enabling

5 Mailing System Set Up

1 Setting the Display Language

SET UP
- Basic Settings
- Presets
- Account Set Up
- **Change Language**
- Phone Set Up
- Time of Day
- Updates and Add-Ons
- Scale/Rates
- Take Meter Out of Service

Depending on the model of your mailing system, you may be able to set the display to any of the following languages:

- English
- Espanol
- Francais

To change the language of the display:

1. Press the **Menu** key.
2. Select **Set Up**.
3. Select **Change Language**.
4. Select the language you want to appear in the display.
5. Press the **Enter** key.

2 Adjusting Display Contrast and Volume Control

SELECT OPTION
- Meter Stamp Options
- Set Up
- Zero Scale
- Rate Details
- Multiple Tapes
- **Adjust Display Contrast**
- Confirmation Services
- Maintenance
- Turn Features On
- **Volume Control**
- Currency Add
- Display Metric Weight

You can adjust the contrast of your display and set the volume of the speaker on your mailing system.

To adjust the contrast level of your display:

1. Press the **Menu** Key.
2. Select **Adjust Display Contrast.**
3. Use the left or right arrow keys on the control center to select the contrast (1 - 9) you want. The screen updates to the new setting.
4. Press the **Enter** key to save this setting.

To adjust the volume:

1. Press the **Menu** Key.
2. Press the down arrow key and then select **Volume Control**.
3. Select the volume level you want (0 = off, 1 = low, 2 = medium, 3 = high).
4. Press the **Enter** key.

3 Setting the Date and Time of Day

If your mail is picked up at a certain time each day, you can set your system to advance the date at the mail pickup time.

> **NOTE:** The date on the meter stamp should correspond to the date when your mail goes to the post office.

If you enter an invalid time or date, the system beeps and the screen displays the message: “Invalid Time”.

To adjust the time and enter date advance:

1. Press the **Menu** key.
2. Select **Set Up**.
3. Select **Time of Day**.
4. You can select:

   Current Time

   Date will advance after

   Daylight Saving
5. For **Current Time or Date will advance after,** enter the correct time and date. Use the right arrow key to toggle between **AM** and **PM**. You do not need to enter the colon (:) between hours and minutes.

   Press **Enter** to accept the time. To return to the main screen, press the left arrow key.
6. To turn the **Daylight Saving** mode on or off, use the right arrow key.

   To exit the Daylight Saving mode, press the left arrow key.

4 Selecting AutoStart

You can select to have the feeding process begin automatically as soon as you place mail on the feed deck.

To set the system to Auto-Start:

1. Press the **Menu** key on the control center, and select **Set Up**.
2. Select **Basic Settings.**
3. Select **AutoStart.**
4. Select **On** or **Off.**

5 Setting Up a Supervisor Password

You can limit access to the following operations by creating a supervisor password.

- Adding Postage
- Clearing Batch Information (the number of pieces of mail your system processes)
- Setting up Scale/Rates

Whenever you perform any of these operations, the system prompts you for the password.

To create a supervisor password:

1. Press the **Menu** key.
2. Select **Set Up**, then select **Basic Settings**.
3. Select **Supervisor Set Up**.
4. Select **Edit** (or **Add**) **Supervisor Password** to create or change an existing password. The system prompts you to enter the password and then confirm it**.**

   Passwords are case-sensitive and must be at least 4 characters or digits long.

To password protect an operation:

1. Press the **Menu** key.
2. Select **Set Up**, then select **Basic Settings**.
3. Press the down arrow and select **Supervisor Set Up**.
4. Select the option that corresponds to the operation you want to password protect. The options are:
   a.) **Refill** - select this to require a password for adding postage.
   b.) **Clear Batch** - select this to require a password before you can clear the batch count information from the system. The batch count corresponds to the number of pieces of mail processed by the system.
   c.) **Scale/Rates** - select this to require a password before you can modify any of the Scale/Rates features.

   See Section 7 .

6 Setting Up a Lock Code

Use the Lock Code option to enter a four-digit password to prevent unauthorized use of your postage meter.

1. Press the **Menu** key.
2. Select **Set Up**, then select **Basic Settings**.
3. Select **Lock Code** and two options are displayed:

   a.) **Lock Code** - On/Off

   b.) **Change Lock Code**

   If this is the first time you are setting up a lock code, “Off” appears next to the **Lock Code** selection.
4. Select **Lock Code** and enter a four digit code. Press **Enter** and the system prompts you to confirm it.

   As soon as you confirm the code, “On” appears next to the **Lock Code** selection.
5. Press the **Clear** key or the left arrow to exit and set the lock code.
6. To activate the system lock, press the **Lock** button on the IntelliLink Control Center.

7 Setting Up the Scale and Selecting Rates

SCALE/RATES SET UP

- **Attached Scale**
- Autoscale
- Diff Weigh Trip Weight
- Location Code
- Autoclear
- Clear Zone if New Class
- ZIP/Zone Prompt
- BMC Intra ZIP
- Add ZIPs to Zone 0
- Discount Code
- Confirm Svc Barcode Prompt

This section describes how to set up a scale and select rates for your mailing system.

1. To access the scale/rates options, press the **Menu** key on the IntelliLink Control Center and select **Set Up** from the main screen. Press the down arrow key and select **Scale/Rates**.
2. If you have set up a supervisor password for Scale/Rates, you are prompted to enter the password.

   The list of options that displays depends on the model number of your mailing system. All of the options are listed in the menu at left.

Scale/Rates: Attached Scale Motion Setting

This option appears only if you have an integrated scale or an attached external scale connected to your mailing system.

Use this option to select how much time your system allows the scale to settle (Normal or Adjust for Motion).

Select **Adjust for motion** if your mailing system is in an environment subject to vibrations, such as near air-conditioning vents or closing doors. If you select this, the scale requires more time to settle.

1. Press the **Menu** key on the control center and select **Set Up**. Press the down arrow key and select **Scale/Rates**.
2. Select **Attached Scale**. The “Vibration Setting” screen displays.
3. Press the screen key for the **Attached Scale** selection in this screen to toggle between **Normal** and **Adjust for Motion**.
4. Press the **Enter** key to accept.

Scale/Rates: AutoScale

You can set AutoScale to On or Off.

Select **On** to enable the AutoScale feature.

Select **Off** to disable this feature.

If you disable this feature and your system has an attached scale, you need to select the Attached Scale mode when running mail if you want your system to weight the mail and calculate postage. Refer to the *4 - Running Mail* in this guide.

Scale/Rates: AutoScale (cont.)

1. Press the **Menu** key on the control center and select **Set Up**. Press the down arrow key and select **Scale/Rates**.
2. Press the screen key for the **AutoScale** selection to toggle between On and Off.
3. Press **Clear** or press the left arrow to exit.

Scale/Rates: Differential Trip Weight

Use this option to set the minimum weight that a piece of mail must weigh in order to use the differential weighing mode to print postage on a tape or on a piece of mail. For more information on differential weighing, refer to the *Select the Postage Mode* section in *4 - Running Mail* in this guide.

1. Press the **Menu** key on the control center and select **Set Up**. Press the down arrow key and select **Scale/Rates**.
2. Select the **Diff Weigh Trip Weight** option and use the numeric keypad to enter the trip weight.
3. Press the **Enter** key to set the weight.

Scale/Rates: Location Code

Use this option to enter your geographical location code. You must enter this code so that your mailing system can calibrate (set to zero) the scale correctly.

1. Press the **Menu** key on the control center and select **Set Up**. Press the down arrow key and select **Scale/Rates**.
2. Select **Location Code** and then use the numeric keypad to enter the code supplied by Pitney Bowes.

   Press the **Help** key for a list of codes.
3. Press **Enter**.

Scale/Rates: Autoclear

Use this option to specify how you want your mailing system to clear Zone and Class information when you add a new piece of mail to the scale.

1. Press the **Menu** key on the control center and select **Set Up**. Press the down arrow key and select **Scale/Rates**.
2. To clear Class information, select **Class set to None when new mailpiece is placed on scale**.
3. To clear the Zone information, select **Zone is cleared when new mailpiece is placed on scale**.
4. Press **Enter**.

Scale/Rates: Clear zone if new class

If you enable this option then the current zone information clears if you select a new class.

1. Press the **Menu** key on the control center and select **Set Up**. Press the down arrow key and select **Scale/Rates**.
2. To enable this feature, select **Yes**. To disable, select **No**.

Scale/Rates: ZIP/Zone prompt

If the class and weight of your mail requires you to provide a destination ZIP or Zone code, select this option to enter a ZIP or Zone code.

1. Press the **Menu** key on the control center and select **Set Up**. Press the down arrow key and select **Scale/Rates**.
2. Select **ZIP/Zone prompt**.
3. If you prefer to enter ZIP codes all the time when you are running mail, select **ZIP Code**.

   If you prefer to enter Zones all the time when you are running mail, select **Zone**.
4. If you use both ZIP and Zones when running mail, select **Prompt**.

Scale/Rates: BMC Intra ZIP

Use this option to edit a group of predefined zip code ranges, or create a new group of ZIP Codes, within a Bulk Mailing Center (BMC).

1. Press the **Menu** key on the control center and select **Set Up**. Press the down arrow key and select **Scale/Rates**.
2. Select **BMC Intra ZIP.**
3. To create a new group, select **Create new group** and enter the new beginning and ending ZIP Code. You only need to enter the first three digits of the beginning and ending ZIP code.
4. To edit an existing group press the corresponding screen key for that group. You are prompted to enter a new beginning and ending ZIP Code. You only need to enter the first three digits of the beginning and ending ZIP code.

Scale/Rates: Add ZIPs to Zone 0

Use this option to take advantage of local zone rates for one or more ZIP codes. When you select this option, you can add a new ZIP Code to the zone 0 rate, delete all ZIP Codes from the zone 0 rate, or edit an existing ZIP Code in the zone 0 rate.

1. Press the **Menu** key on the control center and select **Set Up**. Press the down arrow key and select **Scale/Rates**.
2. Select **Add ZIPs to Zone 0**.
3. Select the option you want.
4. To add a new ZIP or edit an existing one, use the numeric keys to enter all 5 digits of the new or edited ZIP Code.
5. Press **Enter** when complete.

Scale/Rates: Discount Code

This is for international use. Use this option to apply discounts and/or surcharges to a different carriers and classes.

1. Press the **Menu** key on the control center and select **Set Up**. Press the down arrow key and select **Scale/Rates**.
2. Select **Discount Code**.
3. Select **Create new** to create a new discount code.

   Select one of the displayed carrier names to edit an existing discount code.
4. Define or edit the carrier, class, sub and subsubclass, and whether you are applying a discount or surcharge at a percentage or flat rate.
5. Follow the system prompts.

Scale/Rates: Confirm Svc Barcode Prompt

When using USPS Confirmation Services, you can turn this option ON to have the system display the following prompt when it is time to apply a barcode:

“Apply barcode label to package”

1. Press the **Menu** key on the control center and select **Set Up**. Press the down arrow key and select **Scale/Rates**.
2. Press the screen key for **Confirm Svc Barcode Prompt** to toggle between on and off.
3. Press **Clear** or the left arrow to exit.

8 Setting Up Postage By Phone®

PHONE SET UP

- **PBP Account #**
- Dialing Prefix
- PB Phone #
- Secondary PB #
- Machine Phone #
- Dialing Type
- Modem Sound
- Modem String
- Diagnostics

This section describes how to set up Postage By Phone® on your mailing system. It also includes advanced phone setup instructions for modifying individual phone connection parameters (user ID and password and server IP address).

To access the Postage By Phone® setup options, press the **Menu** key on the IntelliLink Control Center, select **Set Up** from the main screen, and then select **Phone Set Up**.

All of the possible options are listed on the menu at left.

Phone Set Up: PBP Account

Your Pitney Bowes representative uses this to set up your Postage By Phone® account when installing your mailing system. Your account number is supplied by Pitney Bowes when you order your system.

Do not change this unless you are directed to do so by Pitney Bowes.

Phone Set Up: Dialing Prefix

If you need to dial a number in order to reach an outside line, use this option to enter that prefix number.

1. Press the **Menu** key on the control center. Select **Set Up** from the main screen, then select **Phone Set Up**.
2. Select **Dialing Prefix**.
3. Use the numeric keypad to enter the number you need to dial to reach an outside line, for example, 9.
4. Press the **Enter** key.

Phone Set Up: PB Phone

Use this option to enter the Pitney Bowes phone number that you use to add postage to your postage meter.

1. Press the **Menu** key on the control center. Select **Set Up** from the main screen, then select **Phone Set Up**.
2. Select **PB Phone #**. This number is supplied by your Pitney Bowes representative.
3. Use the numeric keypad to enter the phone number you need to dial to connect to Pitney Bowes to add postage, or select **Reset to Factory Phone Number** to change back to the number present when the system was delivered.
4. Press the **Enter** key.

Phone Set Up: Secondary PB

Use this option to enter a secondary or alternative Pitney Bowes phone number to dial if the first or primary number is busy.

1. Press the **Menu** key on the control center. Select **Set Up** from the main screen, then select **Phone Set Up**.
2. Select **Secondary PB #**. This number is supplied by your Pitney Bowes representative.
3. Use the numeric keypad to enter the phone number you need to dial to perform add postage.
4. Press the **Enter** key.

Phone Set Up: Machine Phone

Use this option to enter your local phone number (the number to which you mailing system is connected).

1. Press the **Menu** key on the control center. Select **Set Up** from the main screen, then select **Phone Set Up**.
2. Select **Machine Phone #**.
3. Use the numeric keypad to enter your local phone number. Be sure and include the area code with your number.

   Also, use only digits and do not include spaces or dashes.
4. Press the **Enter** key.

Phone Set Up: Dialing Type

Use this option to set the modem to tone or pulse dialing.

1. Press the **Menu** key on the control center. Select **Set Up** from the main screen, then select **Phone Set Up**.
2. Select **Dialing Type**.
3. Use the right arrow key to toggle between tone or pulse dialing.
4. Press the **Clear** key or the left arrow to exit.

Phone Set Up: Modem Sound

Use this option to set the modem sound. You can set the sound to be:

- Always on
- Always off
- On until connect.

1. Press the **Menu** key on the control center. Select **Set Up** from the main screen, then select **Phone Set Up**.
2. Select **Modem Sound**.
3. Enter your option.
4. Press the **Enter** key.

Phone Set Up: Modem String

The modem string is a series of numbers and letters that the modem transmits when it calls Pitney Bowes. This string is entered by your Pitney Bowes customer service representative.

> **CAUTION:** If you enter this screen, do not press the **Clear** key or you will clear the modem string entered by your Pitney Bowes representative.

Phone Set Up: Diagnostics

This option allows you to modify individual phone connection parameters.

> **CAUTION:** Changing these parameters may result in errors when trying to contact Pitney Bowes. Contact your Pitney Bowes representative or call for information (1.800.522.0020) if you are not sure.

1. Press the **Menu** key on the control center. Select **Set Up** from the main screen, then select **Phone Set Up**.
2. Select **Diagnostics**. The “Advanced Phone Set Up” screen appears.
3. Select **Distributor Parameters** and the system displays the following connection parameters:

   Global Account & User Id

   Global Password

   ANI/LCZ Server IP

   ANI/LCZ Server Port #

   Primary DNS Server

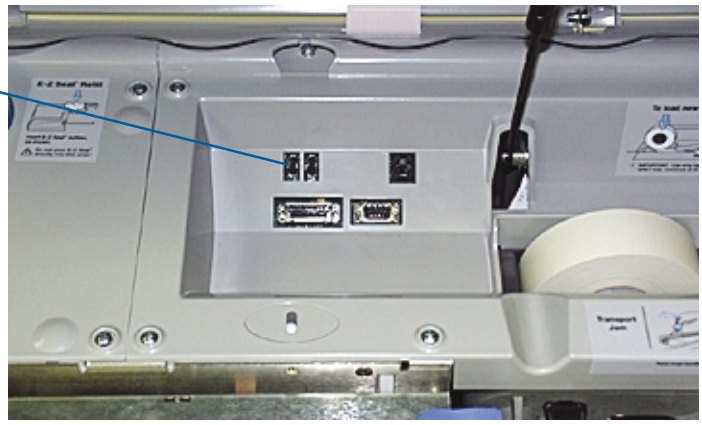
   Secondary DNS Server

   Distributor URL
4. Select the parameter you want to edit and make the changes.
5. Press **Enter** when complete.

9 Adding an Optional Printer

You can connect a Pitney Bowes J624 printer to your mailing system. To add this optional external printer, plug the USB connector from the printer into one of the two USB connectors. Your mailing system recognizes the printer as soon as you plug it into the base.

The dual USB ports are located under the main cover of the system as shown below.



10 Configuring High/Low Funds Warnings

BASIC SETTINGS

- **Low Funds Warning**
- **High Value Warning**
- Lock Code
- Supervisor Set Up
- Timeouts
- !st Low Ink Warning
- 2nd Low Ink Warning
- AutoStart Set Up

Setting the Low Funds Warning Value

Use this option to set a value at which the mailing system warns you that the funds remaining in the meter are getting low.

1. Press the **Menu** key on the control center, select **Set Up** from the main screen, and then select **Basic Settings**.
2. Select **Low Funds Warning**.
3. Enter the low value warning amount using the numeric keyboard.
4. Press the **Enter** key.

Setting the High Value Warning

Use this option to set a value at which the mailing system warns you that you have entered a postage value that is more than the amount you are setting here. This feature prevents you from accidentally printing a postage amount that is more than you need.

1. Select **High Value Warning**.
2. Enter the high value warning amount ($0 - $99.99) using the numeric keypad.
3. Press the **Enter** key.

11 Configuring Low Ink Warning

BASIC SETTINGS

- **Low Funds Warning**
- **High Value Warning**
- Lock Code
- Supervisor Set Up
- Timeouts
- 1st Low Ink Warning
- 2nd Low Ink Warning
- AutoStart Set Up (DM900 & DM1000 only)

Use this option to specify how you want the system to notify your when you are running low on ink.

1st Low Ink Warning:

1. Press the **Menu** key on the control center, and select **Set Up**.
2. Select **Basic Settings.**
3. Select **1st Low Ink Warning**
4. Press the screen key corresponding to the option you want. You can choose to have the system notify you when there is less than a 10-day supply of ink, or you can choose to ignore the warning.

2nd Low Ink Warming

Repeat the above for 2 day notification.

12 Configuring System Timeouts

TIMEOUTS

- **Display Sleep**
- System Sleep
- Normal Preset Timeout
- Feeding Timeout
- Waiting for Env
- Transaction Timeout

This section describes how to set various system timeouts for your mailing system.

1. To access the system timeouts, press the **Menu** key on the control center, and select **Set Up**.
2. Select **Basic Settings** and then **Timeouts** to get all of the timeout options.

   The timeout options are listed at left.

All of these options are described in the following sections.

Timeouts: Display Sleep

This option allows you to specify how long the system can remain inactive before the display turns off. You can set the timeout for 1 - 30 minutes, in 1 minute increments. The default timeout is 5 minutes.

The display turns on again when you press any key on the control center or if you place mail in the feeder or on the scale (either integrated or attached external scale).

1. Press the **Menu** key and select **Set Up**.
2. Select **Basic Settings** and then **Timeouts**.
3. Select **Display Sleep**.
4. Enter the number of minutes (1-30) using the numeric keyboard.
5. Press the **Enter** key.

Timeouts: System Sleep

Use this option to specify how long the system can remain inactive before it goes into “deep-sleep” and removes power from the printer and the Postal Security Device (PSD).

You can set this timeout for 0 - 1440 minutes, in 1 minute increments. The default timeout it 30 minutes. The system goes into display sleep before it goes into system sleep.

The system wakes up again when you press any key on the control center or if you place mail in the feeder or on the scale (either integrated or attached external scale).

1. Press the **Menu** key and select **Set Up**.
2. Select **Basic Settings** and then **Timeouts**.
3. Select **System Sleep**.
4. Enter the number of minutes (0 - 1440 minutes) using the numeric keyboard.
5. Press the **Enter** key.

Timeouts: Normal Preset Timer

The normal preset timer option allows you to specify how much time you want to allow the system to remain idle before it returns to the Normal Preset settings (refer to the 13 *Defining Custom Presets* section in this chapter for more information on Normal Presets).

You can set this timeout for 0 - 1440 minutes, in 1 minute increments. The default timeout is 30 minutes.

1. Press the **Menu** key and select **Set Up**.
2. Select **Basic Settings** and then **Timeouts**.
3. Select **Normal Preset Timer**.
4. To set a timeout, enter the number of minutes (0-1440) using the numeric keyboard.
5. If you want the system to stay at the last settings used, select **Never reset to Normal Preset**.
6. Press the **Enter** key.

Timeouts: Feeding Timeout

Use this option to specify how much time to allow before the feeder stops after the last envelope is processed. This reduces the wear on your machine and acts as a safety measure if you leave the machine unattended.

You can set this timeout for 5 - 90 seconds, in 1 second increments. The default timeout is 5 seconds.

1. Press the **Menu** key and select **Set Up**.
2. Select **Basic Settings** and then **Timeouts**.
3. Select **Feeding Timeout**.
4. Select one of the following:

   Turn Rollers off Immediately.

   Run until Stop key is pressed.

   Enter the timeout range from 1 to 60. Then, enter the number of seconds (1 - 60) using the numeric keyboard. Press **Enter.**

Timeouts: Waiting for Env

This option allows you to specify how long the system continues to feed mail placed on the feed deck without having to press the **Start** key.

You can set this timeout for 0 - 90 seconds, in 1 second increments. The default timeout is 20 seconds.

1. Press the **Menu** key and select **Set Up**.
2. Select **Basic Settings** and then **Timeouts**.
3. Select **Waiting for Env**.
4. Enter the number of seconds (0 - 90) using the numeric keyboard.
5. Press the **Enter** key.

Timeouts: Transaction Timeout

This option is available only if your mailing machine is connected to the AccuTrac Accounting system. Use this option if you routinely batch your mail runs.

To specify how much time the system remains idle before it ends the current accounting transaction, you set the timeout for 10 - 65520, in 1 second increments. The default timeout is 14,400 seconds.

1. Press the **Menu** key and select **Set Up**.
2. Select **Basic Settings** and then **Timeouts**.
3. Select **Transaction Timer**.
4. Enter the number of seconds (10 - 65520) using the numeric keyboard.
5. Press the **Enter** key.

13 Setting Up Scheduled Calls to Pitney Bowes

This section defines how you schedule a date and time when your system automatically connects to Pitney Bowes to check for updates, perform rate or software updates, perform a postal inspection or data capture.

1. To schedule calls to Pitney Bowes, press the **Menu** key.
2. Select **Set Up**.
3. Select **Updates and Add-Ons**.
4. Select **View Scheduled Calls to Pitney Bowes**. The “Scheduled Calls to Pitney Bowes” screen appears.
5. To see if any updates are available, select **Check for Updates**. If updates are available, the list of updates are displayed on the screen.
6. To perform or schedule a particular update, select one of the following options:

   Software Update

   Rate Update

   Inspection

   Data Capture

   Confirmation Servc

7. The system prompts you to:

   Connect now

   Reschedule event

   Clear scheduled call

8. Select **Connect now** to connect now and perform the update.

   Select **Reschedule event** to schedule a connection later. The system prompts you to enter the date and the time at which it connects and performs the update.

   IMPORTANT

   When entering a date, you must use the format: **MMDDYY**

   When entering the time, you must use the format: **HHSS**

9. To clear scheduled calls, select **Clear scheduled call**.

14 Defining Custom Presets

You can define up to 10 sets (0 -9) of preset mailing system values, with each set having different values for such items as the account name, postage value, class, carrier, a special service, a mode such as *Seal only* or *Differential weighing*, etc. You can use these presets for different mailing jobs.

The 0 preset is the normal preset and the one you use to store your most commonly used system values.

After you define all of your presets, you can invoke the normal preset values simply by pressing the **Normal Preset** key. To select any of the other presets, press the **Custom Preset** key and select the preset you want for the particular mailing operation.

How to Define Normal Preset Values

1. Enter the values you use most often to run a mail job, for example, the weighing mode, the postage value, class and carrier, etc.

   NOTE: Proceed as if you were actually running a job. Select the mode and class and service, etc. By doing this, you are entering the values that you will use for the normal preset. Refer to *4 - Running Mail* in this guide for more information on selecting mode and class.

2. Press the **Custom Presets** key.
3. A list of presets, starting with **0 Normal** appears. Do not press any of the screen keys corresponding to these presets.
4. Press the **right arrow key** (**Set up Presets** appears next to the right arrow key).
5. Press the screen key for **Store Current Setting to Preset**.

   This automatically saves all the settings you defined within this session to the 0 Normal preset. To restore these values any time in the future, simply press the **Normal Preset** key.

   After a certain period of inactivity, or when you power up, the system restores the normal preset settings.
6. Press the **Clear** key to return to the main screen.

How to Define Custom Preset Values

1. Enter the values for the mail job (for example, the weighing mode, the postage value, class and carrier, etc.) that correspond to the values you want to be able to call up in the future by selecting a custom preset key. For example, you may want to define a set of conditions so that the envelopes are sealed only (no postage applied).

   NOTE: Proceed as if you were actually running a job. Select the mode and class and service, etc. By doing this, you are entering the values that you will use for the custom preset. Refer to *4 - Running Mail* in this guide for more information on selecting mode and class.

2. Press the **Custom Presets** key.
3. A list of presets, starting with **0 Normal** appears. Select one of the presets that has not been defined yet. These presets are named "Available". To change an existing preset, refer to *How to Edit a Custom Preset Value* in this section.
4. The system prompts you to: **Enter New Preset Name**.
5. Type in the name using the alpha and/or numeric keys.
6. Press the **Enter** key. The **View Preset** screen appears and displays all of the values you defined in this session.

   To use these values in the future, simply press the **Custom Presets** Key and select the screen key corresponding to this preset name.
7. Press the **Clear** key to return to the main screen.

How to Edit Custom Preset Values

To edit an existing custom preset, you define its new values and then overwrite the old values.

1. Enter the new values for the mail job that correspond to the custom preset you want to change or edit.
2. Press the **Custom Presets** key.
3. Press the right arrow key (**Set up Presets** appears next to the right arrow key).
4. Press the screen key for **Store Current Setting to Preset**.
5. The system prompts you to "Select Preset to Replace".
6. Press the screen key next to the name of the preset you want to edit.
7. Press the **Enter** key, then the **Clear** key to return to the main screen.

How to View, Rename, or Delete Presets

1. Press the **Custom Presets** key.
2. A list of presets, starting with **0 Normal** appears. Select the appropriate preset. 0 - 4 presets are displayed on the screen. To view the other preset names, press the down arrow key.
3. Press the right arrow key (**Set up Presets** appears next to the right arrow key).
4. The following options appear:
   - View Preset
   - Rename Preset
   - Delete Preset
5. Select the screen key corresponding to the option you want. Follow the screen prompts.

15 Feature Code Enabling

If you purchase a particular feature *before* your system is delivered, your Pitney Bowes representative enters the feature code when installing your system. If you purchase the feature *after* your system is delivered, Pitney Bowes gives you the feature code when you purchase the feature.

To get a list of all the current features enabled on your system, select the **Feature Code**, then press the right arrow key and a list of the features appears.

1. Press the **Menu** key on the IntelliLink Control Center, select **Set Up** from the main screen, and then
2. Select **Updates and Add-Ons** (press the down arrow to get to the **Updates and Add-Ons** option).
3. Select **Feature Code**. The system prompts you to enter the numeric value of the feature you want to enable.
4. Type in the code for the feature and press the **Enter** key. The system notifies you that the feature is turned on.

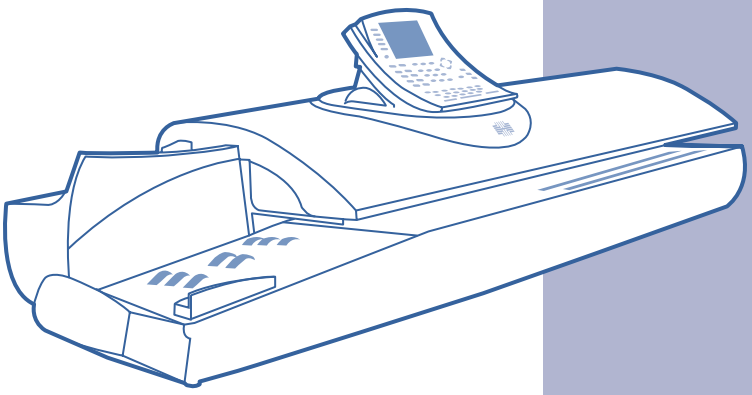
Taking the Meter Out of Service

If you need to return the postage meter (contained in the IntelliLink Control Center) to Pitney Bowes, call your Pitney Bowes representative. When instructed, follow the procedure here.

1. Press the **Menu** key and select **Set Up**.
2. Select **Take Meter Out of Service**.
3. Select **Transfer Funds from Meter**. This transfers the funds from your meter back to your account.

   The system transfers the funds and displays the amount transferred.
4. To print this amount on an envelope, place an envelope on the feed deck and press the **Start** key. To print on a tape, simply press the **Tape** key.

6 Adding Postage



Chapter Contents

Postage By Phone® 6-2
Your Postage Meter 6-2
USPS Requirements
- *Meter Inspections 6-2*
- *Rekeying 6-3*

Managing Your Postage Funds 6-3
- *Connecting Your Postage Meter to an Analog Phone Line 6-4*
- *Checking Available Funds in Your Postage Meter 6-5*
- *Checking Your Postage By Phone Account Balance 6-5*
- *Adding Postage 6-6*
- *Adding Funds to Your Postage By Phone Account 6-7*

Moving Your System to New ZIP Code 6-9
View Scheduled Rate Update Calls to Pitney Bowes 6-10

6 Adding Postage

Postage By Phone®

Your mailing system is designed to save you time and make adding postage to your meter even more convenient. Postage By Phone is a Pitney Bowes service that you use to add postage to your meter. You can access Postage By Phone 24 hours a day, 7 days a week through your IntelliLink Control Center. For more information, refer to the Postage By Phone materials furnished with your system.

Postage By Phone allows you to:

- Check your postage account balance.
- Add more postage any time you need to – 24 hours a day, seven days a week. Adding postage is a simple, quick and fully automated process. Your mailing system is equipped with a built-in modem that is set up to communicate with the Pitney Bowes Data Center.

If you need assistance with Postage By Phone

If you need assistance, have your account number ready and call Postage By Phone at 1.800.243.7800.

Your Postage Meter

Your mailing system contains a Postal Security Device (PSD) that incorporates the latest technology approved by the United States Postal Service to secure funds. The PSD (meter) contains the funds and performs all calculations necessary to print meter stamps that comply with current USPS standards. The PSD (postage meter) is located in your mailing system's IntelliLink Control Center™.

USPS Requirements: Meter Inspections

The Postal Security Device eliminates the need to perform physical inspections thereby making the system easier and more convenient to use.

The United States Postal Service (USPS) licenses your meter and requires a modem inspection of the meter. Each time you refill your meter or check your Postage By Phone® account balance, the Pitney Bowes Data Center automatically performs a postal inspection.

If the meter in your mailing machine has not detected a modem refill transaction in 90 days, the message "Inspection Due" displays on the IntelliLink Control Center main screen. However, you can still use your meter.

If the meter has not detected a refill in 120 days, the message "Inspection Required" displays and **you cannot use your meter.**

In either case you must perform a refill. If you don't need to add funds at this time, check your Postage By Phone account balance (see *Checking Your Postage By Phone® Account Balance* in this chapter). This satisfies the inspection requirements.

If you have questions, call Postage By Phone (1.800.243.7800).

USPS Requirements: Rekeying

The United States Postal Service (USPS) also requires, for security reasons, that the meter keys expire after 3-6 years. Meter keys are crytographic codes that your system uses to protect your funds during printing and when connecting to your Postage By Phone account.

When the meter keys expire, the system reports that a rekey operation is required.

To rekey your meter, perform a refill or a zero refill. This upgrades the keys. If you do not perform a refill within three months of the rekey message, the system locks the meter and does not allow you to print postage.

You may still perform a refill or a zero refill to upgrade the keys and resume operation.

Managing Your Postage Funds

Refer to the appropriate section listed here for checking funds and account balances, adding postage, and determining your payment options when using Postage By Phone.

1. **Connecting Your Postage Meter to an Analog Phone Line.** Refer to this section to see how to connect your postage meter to an analog line. This shows the recommended connections for when the analog line is close to your mailing system, and when you have to remove the IntelliLink Control Center™ and take it to a remote location.

2. **Checking Available Funds in Your Meter.** Follow this procedure to see if you have sufficient funds in your meter.

3. **Checking Your Postage By Phone Account Balance.** Follow this procedure to see how many funds are in your account.

4. **Adding Funds to Your Meter.** Follow this procedure to add funds from your Postage By Phone account to your postage meter.

5. **Adding Funds to Your Postage By Phone Account.** Refer to this section for a list of all the ways you can pay for your postage.

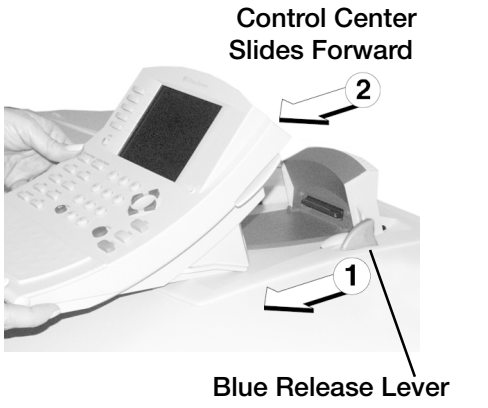
6 Adding Postage

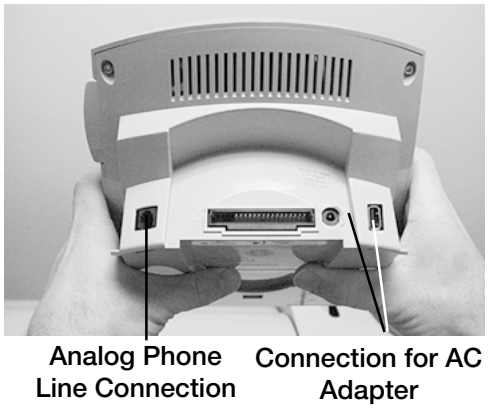
1 Connecting Your Postage Meter to an Analog Phone Line

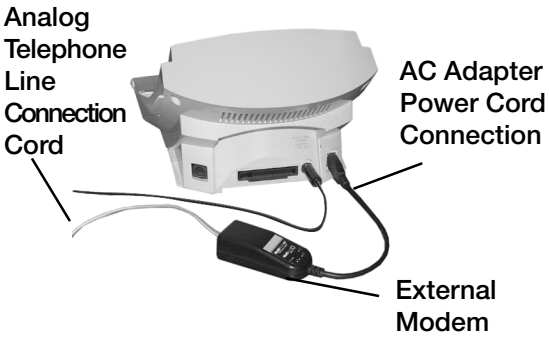
If you need to connect to a phone line not near your machine, you can remove the IntelliLink Control Center.

How to Remove the IntelliLink Control Center and Connect to an Analog Phone Line

1. Turn off the power.
2. Pull the blue release lever at the right of the IntelliLink Control Center towards you.
3. Slide the control center forward to remove it.
4. Take the control center to an analog phone line location.
   - Connect the line (26 AWG or smaller) to the telephone jack in the back of the control center.
   - Connect the A/C Adapter (P/N 1C85005) to the back of the control center and plug it into an outlet.
5. Add or check your postage funds as described in 3 *Checking Your Postage By Phone Account Balance* in this chapter.
6. When you are done, disconnect the telephone and AC adapter.
7. Reinstall the control center by sliding it into the docking station on top of the mailing system until you hear it click into place.
8. Turn the power back on.







❷ Checking Available Funds in Your Postage Meter

If you are not sure you have enough money to run mail or print tapes, you should check the amount of money (funds) in your postage meter.

To check available funds in your meter:

1. Press the **Funds** key. The funds available for your use and the funds you have used, along with the total pieces of mail processed, display on the screen.
2. To print this amount on an envelope, place an envelope on the feed deck and press the **Start** key. To print on a tape, simply press the **Tape** key.
3. Press the **Clear** key to exit. The system returns to the mailing screen.

If you do not have enough postage funds in your meter, check your Postage By Phone account balance (see ❸ *Checking Your Postage By Phone Account Balance* in this chapter). If there are enough funds in your account, move funds to your postage meter (see ❹ *Adding Funds to Your Meter* in this chapter).

❸ Checking Your Postage By Phone® Account Balance

Before adding postage to your meter, you should check the funds available through Postage by Phone.

To check your Postage By Phone Account balance, you need to make sure the Lock Code feature is turned off. Refer to the *Basic Settings: Lock Code* section in *5 - Mailing System Set Up* in this guide for more information.

To check your Postage By Phone account balance:

1. Press the **Funds** key.
2. If you have set up a supervisor password and enabled it, the system prompts you to enter the password now.

   Enter the password and press the **Enter** key.
3. Select **Get Postage by Phone Balance**. The system dials Pitney Bowes to connect to your account. When the connection is made, the system displays your Postage By Phone balance.
4. Select **Done** to return to the main screen.

6 Adding Postage

4 Adding Funds to Your Meter

To add funds from your Postage By Phone account to your postage meter, follow the steps below.

Before adding funds, make sure the Lock Code feature is turned off. Refer to the *Chapter 5 Mailing System Set Up* in this guide for more information.

1. Press the **Funds** key.

   If you have set up a supervisor password, the system prompts you to enter the password now.
2. Enter the password and press the **Enter** key.
3. Select **Quick Refill**, or **Other Refill Amount**.

   If you select **Quick Refill**, the system adds the same amount it did the last time you added postage.
4. If you select **Other Refill Amount**, use the number keys and enter in the amount you want to add (up to $1000). Use whole dollars only; do not key in cents. Your meter automatically adds two decimal places.
5. Press the **Enter** key. The system dials Pitney Bowes to connect to your account and begins to add the postage to your meter.

   If there isn't enough money available in your account to cover the cost of adding postage, a warning displays.

   To stop your refill click on the **left arrow** key. The system returns to the main screen.

   The system notifies you when it finishes adding your postage and displays the message "Refill Complete".

Refill Complete

Previous Funds:	**$146.82**
Funds Added:	**$500.00**
- -	
Funds Available:	**$646.82**

The system offers you three options for a receipt.

6. To print on a tape, press **Tape**.

   To print on an envelope, press **Start**.

   For no receipt, select **Don't Print Receipt.**

NOTE: To view or print a statement showing the details of the last five times you added postage to your meter, press the **Reports** key on the control center and select **Last 5 Refills**. For details of all system reports refer to *8 - Reports* in this guide.

5 Adding Funds To Your Postage By Phone Account

You can pay for your postage two ways:

- *You can add postage to your account whenever you need to and be billed for the postage through Pitney Bowes Purchase Power account, OR*
- *You can prepay for your postage.* If you prepay, please allow for five to seven business days for the funds to be available before you add the postage to your meter. You can also prepay using ACH (Automated Clearing House) and wire options. The payment options are described in the table below.

Postage Payment Option	Transit Time Allotment	Description and Instructions
Pitney Bowes Purchase Power "Reset Now - Pay Later"	No Delay - Immediate Access to Postage	To get immediate access to postage, use the Postage By Phone automated response system at 800.243.7800 and follow the Purchase Power prompts, or visit us on the web at: *www.Postagebyphone.com* and click on **Postage By Phone**. Pay for the postage you've used when you get the bill. You can take up to 20 days to pay your bill. Also, if you choose not to prepay, your system can dial Pitney Bowes and automatically connect to your Purchase Power account. Simply add up to the "funds available" amount displayed on the main screen. Other advantages of Purchase Power accounts and *www.Postagebyphone.com* include the ability to: • Pay for Pitney Bowes supplies • Obtain both online and hard copies of your bill • Consolidate billing for supplies and postage • Get online statement archives
Postage By Phone Reserve Account - earn interest on prepaid balances - 1.5%		If you are a high volume mailer, you can prepay to Reserve Account and earn interest on prepaid balances. This is recommended if you are spending over $1500.00 per month on postage and you anticipate having average balances in excess of $5000.00 per month.

Adding Funds To Your Postage By Phone® Account

continued

Postage Payment Option	Transit Time Allotment	Description and Instructions
Reserve Account	5 - 7 Business days	**Mail Address:** Reserve Account PO Box 952856 St. Louis MO 63195-2856
Reserve Account	Overnight - next day posting	**Overnight Address:** Reserve Account 1005 Convention Plaza St. Louis MO 63101-1200
Reserve Account	Same day, if wired by 1:00PM EST	**Fed Wire:** Destination Bank: US Bank Routing Number: 0810 00210 City, State: St. Louis MO FDN (Beneficiary): Pitney Bowes Reserve Account AC (Account No.): 1005017981 OBI (Other info.): Company Name FFC (For Further Credit): Postage By Phone Acct Number
Scheduled Pay	Immediate Based Upon Prior Notification	Provides you with the ability to automatically replenish your Reserve Account based on predetermined deposit criteria. Call Postage By Phone (800.243.7800) or log on to *PostagebyPhone.com* for more information.
Prepayment - USPS - Mail	7 Days	Select the address that is closest to you: • CMRS-PBP PO Box 0566 Carol Stream, IL 60132-0566 • CMRS-PBP PO Box 7247-0166 Philadelphia PA 19170-1066 • CMRS-PBP PO Box 504766 The Lakes, NV 88905-4766

Adding Funds To Your Postage By Phone® Account

continued

Postage Payment Option	Transit Time Allotment	Description and Instructions
Prepayment - USPS - Express Mail	2 Days	Citibank Lockbox Operations Attn: Lockbox #0166 1615 Brett Rd. New Castle, DE 19720
Prepayment - USPS - Wire Transfer		Citibank CMRS/Pitney Bowes Postage By Phone Account # 4067-8633 Routing Transit # 21000089 Detail Payment Field - Include your Postage By Phone account number
ACH Credit Transfer	N/A	Call Postage By Phone to receive credit transfer information.
ACH Debit Transfer	N/A	Call Postage By Phone to receive debit transfer information.

Moving Your Mailing Machine To a New ZIP Code

If you move from one city to another, the meter, located in your IntelliLink Control Center, stays with you and you can download the new meter stamp with the ZIP Code from your new location. This eliminates the need to order a replacement meter.

If you move your mailing system:

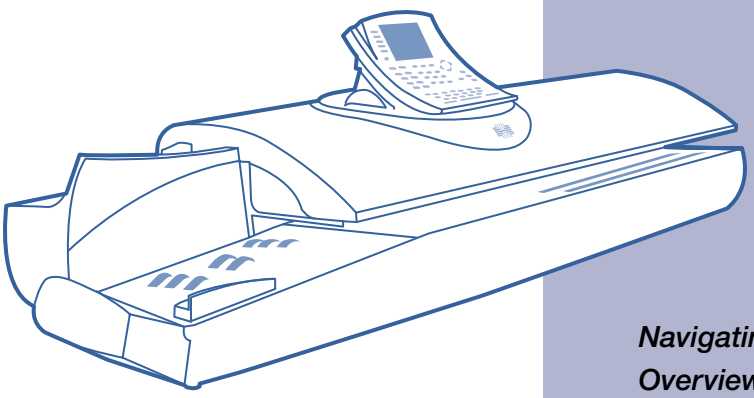
1. Contact the Pitney Bowes Customer Care Center at 1.800.233.5280 to notify Pitney Bowes of your new location. Pitney Bowes initiates a license application for your new address and forwards it to the USPS.
2. Allow 5 to 7 business days and then perform a $0.00 refill using Postage By Phone. The new ZIP Code should now appear on your meter stamp.
3. If the ZIP Code continues to be the same after seven days, contact Customer Care Center at 1.800.233.5280

View Scheduled Rate Update Calls To Pitney Bowes

To View Scheduled Calls (To Pitney Bowes):

1. Press the **Menu** key.
2. Select **Set Up**.
3. Select **Updates and Add Ons**.
4. Select **View Scheduled Calls to Pitney Bowes**.
5. Follow the prompts on the screen.

7 Accounting Setup



Chapter Contents

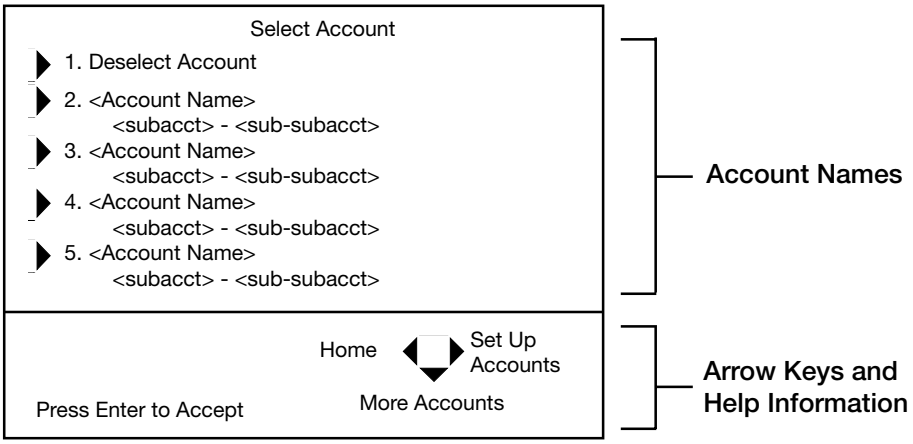
Navigating Hints 7-2
Overview of Accounting 7-3
Account Setup Procedures 7-3
- *Viewing Accounts or Subaccounts 7-4*
- *Creating Accounts 7-4*
- *Creating Subaccounts 7-5*
- *Editing Accounts 7-6*
- *Setting an Account Period 7-7*
- *Turning Accounting On or Off 7-7*
- *Deleting Accounts & Subaccounts 7-8*
- *Turning Account Password Protection On or Off 7-8*
- *Resetting (Clearing) All Accounts 7-9*
- *Turning "Reset Individual Accounts" On or Off 7-9*
- *Transferring Funds/Pieces from One Account to Another 7-10*
- *Setting the Station ID 7-11*
- *Selecting the Account Type 7-12*

Your Accounting System Features 7-12
Organizing Your Accounting 7-13

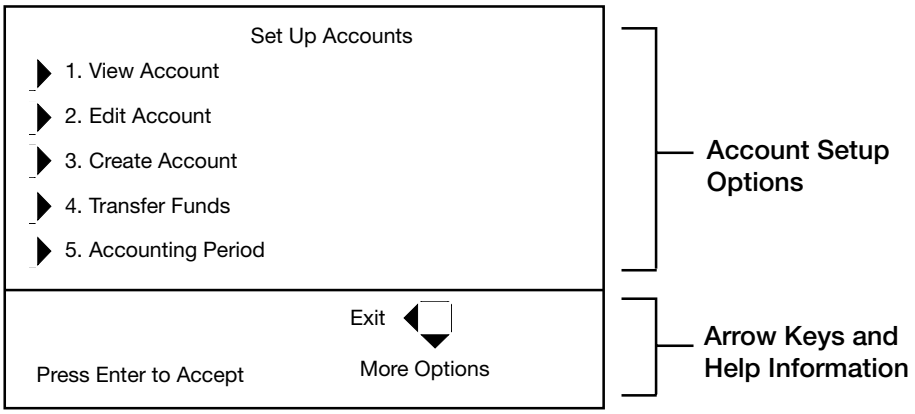
SV60951 Rev. A

Navigating Hints

- You can access all of the accounting features by pressing the **Account** key on the control panel. The system displays the account names in the format shown here:



- To enter the account set up mode, press the right arrow key on the control panel as indicated by the help information on the bottom on the right side of the main screen. The “Set Up Accounts” screen shown below appears:



- The maximum number of options that appears in the main screen is 5. To view more options, press the down arrow key.
- You can select a numbered option either by pressing the screen key next to the option, or by pressing the corresponding number on the keyboard and then pressing the **Enter** key.
- To go back one screen, press the **Clear** key. Pressing the left arrow key returns you to the main screen.

Overview of Accounting

The information in this chapter describes how to set up the standard accounting package provided with your mailing system.

If you purchased the enhanced accounting package, BUDGET MANAGER™ , refer to the user documentation: SV60957.

If your system is connected to an AccuTrac SA system, refer to the user documentation: SV60955.

For information on your system's accounting features or, if this is the first time you are setting up accounts and would like some examples of accounting structures and hierarchy, refer to *Your Accounting System Features* and *Organizing Your Accounting* at the end of this chapter.

The Account Setup Procedures

The following is a list of all the account setup procedures for the standard package provided with your system. For details on each procedure, refer to the section number listed here.

1. Viewing Accounts or Subaccounts
2. Creating Accounts and Subaccounts
3. Editing Accounts
4. Setting an Accounting Period
5. Turning Accounting On or Off
6. Deleting Accounts
7. Turning Account Password Protection On or Off
8. Resetting (Clearing) All Accounts
9. Turning Reset Individual Accounts On of Off
10. Transferring Funds
11. Setting the Station ID
12. Selecting an Accounting Type

7 Accounting Setup

1 Viewing Accounts or Subaccounts

How To View Account Details

1. Press the **Accounts** key. If you have already set up accounts, pressing the **Accounts** key displays a list of all the accounts.

   If you have not set up any accounts yet, as soon as you press the **Accounts** key on the IntelliLink Control Center™, the system prompts you for the supervisor password. As soon as you enter the password, the system displays the "Set Up Accounts" screen.
2. Press the right arrow key to enter the "Set Up Account" screen.
3. Select **View Accounts**. The names of your top level accounts appear.
4. Select the account you want.

   The system displays the total funds and total pieces for that account which includes the sum totals for all its subaccounts and subsubaccounts.
5. If the account has subaccounts, you can also select **View Subaccount** and **View Subsubaccount** to get the information for each.

2 Creating Accounts and Subaccounts

How To Create A New Account

1. Press the **Accounts** key. If you have already set up accounts, pressing the **Accounts** key displays a list of all the accounts.

   If you have not set up any accounts yet, as soon as you press the **Accounts** key on the IntelliLink Control Center™, the system prompts you for the supervisor password. As soon as you enter the password, the system displays the "Set Up Accounts" screen.
2. Press the right arrow key to enter the "Set Up Account" screen.
3. Select **Create Account**.
4. Select **Create a New Account**. The system prompts you to enter an account name.
5. Type in the name using the alpha keyboard or number keypad and press **Enter**. The "Account Information" screen appears and displays the options:

   Edit Name - To change the name of your account.

   Change Number - By default, the system assigns the next available account number to your new account. If you want to assign a different number, select the **Change Number** option.

   Add | Change Password - If you want to password protect this account, select the **Add Password** option. The system prompts you to enter a password and then confirm it. ***Passwords are case sensitive***, can be alphanumeric and must be at least four characters. (You need to enable password protection before you can protect an individual account.) Refer to 7 *Turning Accounting Password Protection On or Off* in this chapter.

When you attempt to create an account when all available accounts have been used, the message “Cannot create any more accounts” appears. You must delete an account before you can create another account. Alternatively, if you have fewer accounts than your system is capable of handling, you can upgrade to a higher number of accounts.

Add Subaccount (to account) **| Subsubaccount** (to subaccount)

Create Another Account | Subaccount | Subsubaccount

6. If you want to select an option, select the appropriate option and follow the prompts.
7. When you are done, press the **Enter** key to save the account information.

Creating Subaccounts

The account number, password, total pieces, and funds used (if they exist) are transferred to the first subaccount created (the next working, chargeable, account). They are further transferred down when a subsubaccount in this link is created (the new chargeable account).

How To Create A New Subaccount Or Subsubaccount

1. Press the **Accounts** key.
2. Press the right arrow key to enter the “Set Up Account” screen.
3. Select **Create Account**.
4. Select **Add to an Existing Account**. The system displays a list of all of the accounts and prompts you to select the account to which you would like to add a subaccount or subsubaccount.

   If necessary use the down arrow key to scroll down through the list.
5. Select the account or subaccount.
6. Type in the name of the subaccount or subsubaccount and press **Enter**. The “Account Information” screen appears and displays the options:

   Edit Name - To change the name of your account.

   Edit Number - By default, the system assigns the next available account number to your new subaccount. If you want to assign a different number, select the **Edit Number** option.

   Add | Change Password - If you want to password protect this subaccount, select the **Add Password** option. The system prompts you to enter a password and then confirm it. ***Passwords are case sensitive***, can be alphanumeric and must be at least four characters. (You need to enable password protection before you can protect an individual account.) Refer to 7*Turning Accounting Password Protection On or Off* in this chapter.

Add Subaccount (to account) **| Subsubaccount** (to subaccount)

Create Another Account | Subaccount | Subsubaccount

7. If you want to select an option, select the appropriate option and follow the prompts.
8. When you are done, press the **Enter** key to save the account information.

3 Editing Accounts

You can change the name of an account, make the account inactive (or active), add a password or change an existing one, and clear (reset) all data from the account.

How To Edit An Account

1. Press the **Accounts** key.
2. Press the right arrow key to enter the “Set Up Account” screen.
3. Select **Edit Account**.
4. The names of your top level accounts appear. Select the account you want to edit.
5. Select the appropriate option:
   a.) **Edit Account Name** - Select this to change the name of your account. (Only the chargeable account name can be changed. A new account with its own subaccounts/subsubaccounts is necessary for new high level account names.)
   b.) **Status** - Select this to change the account’s status to Active or Inactive. Pressing the screen key for **Status** switches between active and inactive.
   c.) **Reset Account** - Select this to clear all number of pieces and funds in this account. When you select this, the system prompts you print a report of the account data. Once cleared, the data are unrecoverable. To keep a record of your data, select **Print Report**, then select **Reset** to clear the data.

   Before you can reset or clear individual accounts, you must enable this feature. Refer to 9 *Turning “Reset Individual Accounts” On or Off* in this chapter.

   You can only reset accounts at the lowest level in the account structure. Higher level account structure is unaffected when a lower level account is cleared, however their totals will reflect the difference of the cleared account.

   d.) **Change | Add Password** - If passwords are enabled, this option allows you to change an existing password or create one for this account. Passwords are case sensitive, can be alphanumeric and must be at least four characters. The system prompts you to confirm the new or modified password.

4 Setting an Account Period

By default, your mailing system does not have an account period set. If you set an account period, when your system reaches the end of that period, you need to reset (clear) all of the data in the accounts before you can process mail again.

How To Set An Account Period

1. Press the **Accounts** key.
2. Press the right arrow key to enter the "Set Up Account" screen.
3. Select **Accounting Period**.
4. Select the appropriate accounting period (none, weekly, monthly, quarterly, twice a year, or yearly). The system calculates the cutoff date.
5. If you want to type in another cutoff date press the clear button and enter a cutoff date using the format: **MM DD YYYY**

   Example:

   If you selected a monthly accounting period and entered a cutoff date of 03 31 2002, as soon as your system reaches April 1, 2002 (12:01 A.M.), you must reset (clear) your account data. Your machine prompts you to do so at startup. Once you reset the accounts, the system automatically resets the cutoff date to 04 30 2002.
6. Press **Enter**.

5 Turning Accounting On or Off

To turn accounting on or off:

1. Press the **Accounts** key.
2. Press the right arrow key to enter the "Set Up Account" screen.
3. Scroll down and select **Accounting**.
4. To turn on the system's accounting, select **Internal**. To disable or turn off accounting, select **None**.

Note: If you system is connected to other accounting systems, those other systems also appear as options.

Note: To reset individual accounts, refer to 3 *Editing Accounts* in this chapter.

6 Deleting Accounts and Subaccounts

When you delete an account, the account and its data are completely removed and unrecoverable. Ensure that the account's data are not needed before deleting the account.

How To Delete An Account:

1. Press the **Accounts** key.
2. Press the right arrow key to enter the "Set Up Account" screen.
3. Scroll down and select **Delete Account**.
4. A list of your accounts appear. You can only select a chargeable account to delete. For example, If you delete a subsubaccount (chargeable account) its upper level subaccount and account remain active. No other accounts are deleted, however upper level accounts in the link reflect the funds and pieces difference of the deleted account.

   Example:

   The subaccounts appear in the display as two separate accounts under the main account title:

   Engineering
   Software

   Engineering
   Industrial Design

   If you delete Engineering - **Software**, your Engineering - **Industrial Design** subaccount remains active.

5. As soon as you select an account, the system prompts you to print a report. **Once you delete an account, its data cannot be retrieved.** To keep a record or your account data, select **Print Report**, then select **Delete**.

7 Turning Account Password Protection On or Off

By turning passwords on, you can protect each account from unauthorized access.

To turn account passwords on or off:

1. Press the **Accounts** key.
2. Press the right arrow key to enter the "Set Up Account" screen.
3. Scroll down and select **Passwords**.
4. Select to turn protection **On** or **Off**.

8 Resetting (Clearing) all Accounts

When you reset or clear your accounts, you completely remove all of the data in all of your accounts but keep the account. **Once you clear the data, you cannot retrieve it.** To keep a record of your data, be sure to print a Multi-Account Summary Report. Refer to *8 - Reports* for more information on reports.

How To Reset Or Clear All Of Your Accounts

1. Press the **Accounts** key.
2. Press the right arrow key to enter the "Set Up Account" screen.
3. Scroll down and select **Reset All Accounts**.
4. As soon as you select **Reset All Accounts**, the system prompts you to select:

   Print Report

   Reset All Accounts
5. To keep a record of your account data, select **Print Report**. The system prints a Multi-Account report.
6. Once you print a Multi-Account report, clear all accounts by selecting **Reset All Accounts**. The system prompts you to confirm that you want to clear the accounts.

9 Turning "Reset Individual Accounts" On or Off

If you want to be *able* to reset (clear) individual accounts, enable (turn on) the Reset Individual Accounts feature.

To actually reset an individual account go to the 3 Editing Accounts.

How To Turn On Reset Individual Accounts

1. Press the **Accounts** key.
2. Press the right arrow key to enter the "Set Up Account" screen.
3. Scroll down and select **Reset Indiv. Accounts**.
4. Select to have Reset Individual Accounts **On** or **Off**.

10 Transferring Funds/ Pieces from One Account to Another

You can transfer funds used and piece count among accounts, subaccounts and subsubaccounts only if they are chargeable accounts (the lowest, or sole link in the account chain).

> Example:
>
> If you have a top level account with two subaccounts and one subsubaccount:
>
> Account - Engineering, Subaccount - ***Software***
>
> Account - Engineering, Subaccount - ***Industrial Design***
>
> Account - Engineering, Subaccount - Mechanical, Subsubaccount - ***Prototypes***
>
> The subaccounts and subsubaccount appear in the display as separate accounts under the main account title: Transfers can be made among *Software*, *Industrial Design* and *Prototypes*.
>
> Engineering
> ***Software***
>
> Engineering
> ***Industrial Design***
>
> Engineering
> Mechanical
> ***Prototypes***

How To Transfer Funds from One Account to Another

1. Press the **Accounts** key.
2. Press the right arrow key to enter the “Set Up Accounts” screen.
3. Select **Transfer Funds**. The system displays a list of your chargeable accounts.
4. Select an account to transfer funds *from* and press **Enter**.
5. The system displays a list of all of your accounts again. Select an account to transfer funds *to* and press **Enter**.

   A screen displays showing your “transfer from” and “transfer to” accounts.
6. To transfer the entire amount, select **Transfer Entire Amount**.

   OR

   To transfer less than the entire amount, enter the amount you wish to transfer and press **Enter**.

   The system displays a screen of the *from/to* accounts and the amount of the transfer.
7. To complete the transfer, select the screen key for **Transfer $XXX.**

Press **Enter**. The system transfers the amount and displays a screen of the accounts and amount transferred.

OR

To NOT transfer the funds, select **Don't Transfer**.

How To Transfer Pieces

1. Follow steps 1 through 7 of *How To Transfer Funds from One Account to Another* above.
2. Select **Transfer Piece Count**. The system displays a screen of the same accounts and prompts you to "Enter Number of Pieces to Transfer."
3. Enter the number of pieces or select **Transfer Entire Piece Count** and press **Enter**.

   The system displays a screen of the *from/to* accounts and the piece count of the transfer.
4. To complete the transfer, select **Transfer XXX.** Press **Enter**. The system transfers the pieces and displays a screen showing the transaction.

   OR

   To NOT transfer the funds, select **Don't Transfer**.

11 Setting the Station ID

If you have multiple mailing systems, the Station ID provides you with a way of identifying each system so that you can tell which system your report is about.

How to Set the Station ID

1. Press the **Accounts** key.
2. Press the right arrow key to enter the "Set Up Account" screen.
3. Scroll down and select **Set Station ID**.
4. Type in a unique alphanumeric identification, up to two digits in length and press **Enter**.

12 Selecting the Accounting Type

To select an accounting type, or disable the accounting feature on your mailing system, follow the procedure below:

1. Press the **Accounts** key.
2. Press the **right arrow key** to enter the “Set Up Account” screen.
3. Scroll down to the Accounting selection. The type of accounting currently set for your system displays next to the Accounting selection.
4. Press the screen key for **Accounting**. The “Select Accounting” type screen appears and displays the following options:

   Off

   Standard

   BUDGET MANAGER

   AccuTrac

   MeterNet
5. To disable the current accounting, select **Off.**

   Note: If Accounting is enabled, whenever you run mail, you must select an account. To avoid having to do this, select **Off.**

To enable the standard accounting provided with your system, select **Standard**. For BUDGET MANAGER™, select **BUDGET MANAGER**.

Your Accounting System Features

You can configure your mailing system to track and account for postage used by departments or individuals within your organization. Your system stores the following information for each account.

- Account name (alphanumeric)
  - — 32 characters for top level accounts
  - — 16 characters for subaccounts
  - — 16 characters for subsubaccounts
- Account ID number
- Item total. This is the total number pieces of mail charged to an account since it was last cleared.
- Value total. This is the total amount of postage charged to an account since it was last cleared.
- Account password

Your mailing machine has 100 standard accounts. You have the option to increase your accounts to 300 accounts. Only your chargeable level accounts are counted towards your account total. (Chargeable accounts are explained in the next section.)

If you need information on how to structure your accounts, refer to *Organizing Your Accounting* in this chapter.

Organizing Your Accounting

You can structure your accounts in single or multiple levels. For example, you can divide a top level department (account) into two or more major sections or subaccounts. You can further divide these subaccounts into two or more sections or subsubaccounts. The following examples demonstrate some of the ways in which you can structure your accounts.

- When you create a top level account, you can charge funds and pieces to that account. This is the working (chargeable) account because at this point it does not have any subordinate accounts:

  Example: Account - ***Engineering***

- If you create subaccounts for the original account, they become the end links in the account chain and identify the departments where you disperse funds:

  Example: Account - Engineering, Subaccount - ***Software***

  Account - Engineering, Subaccount - ***Industrial Design***

  The original Account now serves as an administrative account that owns and contains totals for the lower subaccounts.

- If you create subsubaccounts for subaccounts, the subsubaccounts become the end links and identify the departments that are charged for postage.

  Examples:

  Account - Engineering, Subaccount - Software, Subsubaccount - ***Software Testing***

  Account - Engineering, Subaccount - Software, Subsubaccount - ***Software Design***

  Account - Engineering, Subaccount - Industrial Design, Subsubaccount - ***Graphics and Layout***

  Account - Engineering, Subaccount - Industrial Design, Subsubaccount - ***User Friendly Testing***

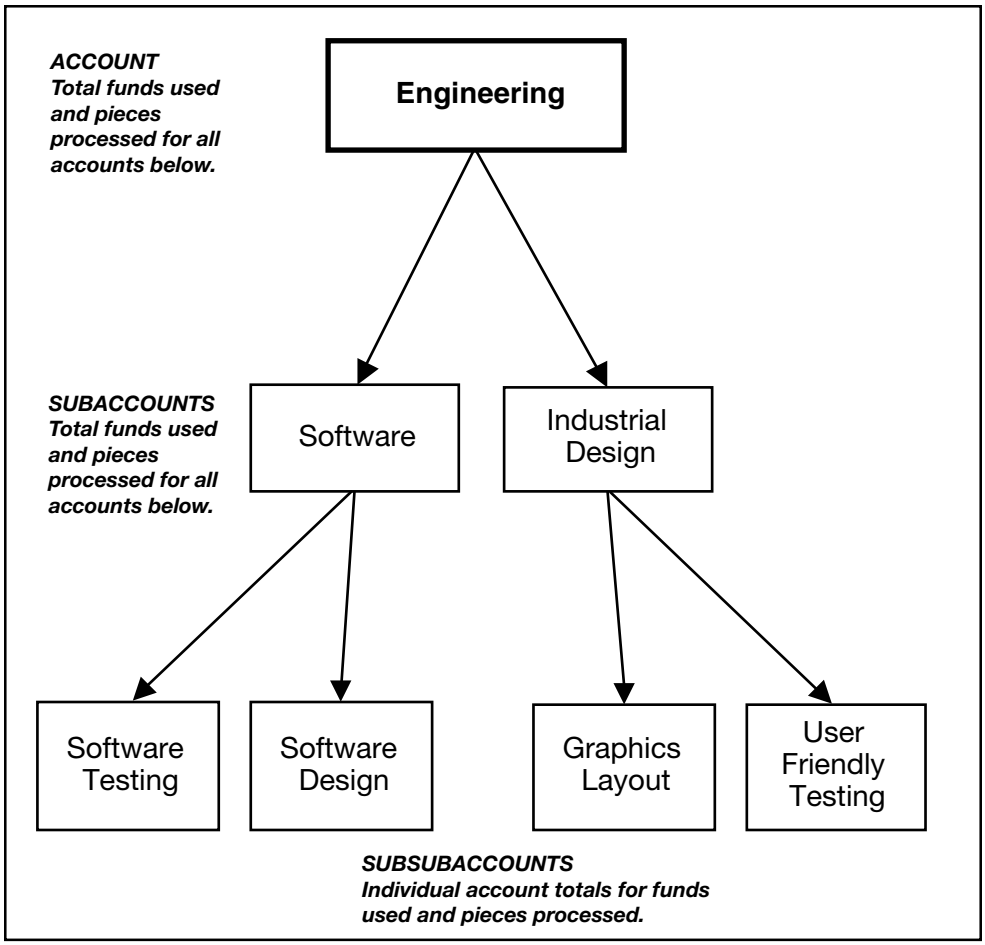
When accounts are linked (account/subaccount, or account/subaccount/subsubaccount) they become a set and are treated as one separate account, with one account number and one password. The existing account number and password are rolled down to the subaccount when the first subaccount is created. When you create another subaccount to this account, you create another linked set of accounts with a different account number and password.

This type of account structure allows you to view accounts and create reports that show total charges for the top level account, or you can view or create reports that show the charges for each of the subaccounts or subsubaccounts. This is graphically illustrated on the following page using the above examples.

You can have all single top level accounts or you can mix both single and multilayered accounts. ***The lowest level in the account structure is where charges are incurred***. An account or subaccount, just like the subsubaccount, is the chargeable account when it's the last or single link in the structure. Piece count totals and funds used are transferred among accounts, subaccounts and subsubaccounts when they are chargeable accounts.

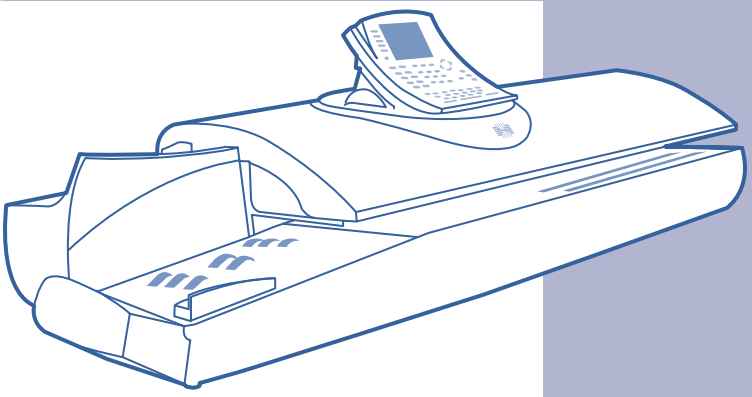
When you use an account to print postage, you are using the chargeable account in a link of accounts (for example, Engineering/Industrial Design/***Graphics and Layout***) to draw from the meter's postage funds obtained through Postage By Phone®.

When you view accounts or print reports you are being given information on funds used and pieces processed for each account in the hierarchal structure. For example, (Engineering) with totals for all its subaccounts and subsubaccounts. The subaccounts (e.g., Industrial Design) show totals for their subsubaccounts (e.g., Graphics and Layout and User Friendly Testing) and the subsubaccounts show their individual totals.



Viewing and Printing Reports
Hierarchal Reporting Structure

8 Reports



Chapter Contents

Introduction 8-2
Printing a Report 8-2
Selecting a Report 8-2
Reports
- *Single Account Report* 8-3
- *Multi-Account Summary* 8-4
- *Last 5 Refills* 8-6
- *Confirmation Services Report* 8-7
- *Permit Mail Report* 8-8
- *Account List Report* 8-8
- *Funds Report* 8-9
- *System Setup Report* 8-10
- *Error Report* 8-11
- *Job Report* 8-12
- *Data Capture Report* 8-12

8 Reports

Introduction

Creating a report is quick and easy on your mailing system. With the capability to print out reports on roll tape or envelopes using the internal mailing system printer, you can easily keep an accurate record of all your mailing activities.

For some reports, you need an external or attached printer. For instructions on how to set up an attached printer, refer to 5 - *Mailing System Setup, Set Up Optional Printer,* in this guide.

Each report is described in the following sections. Each section shows you the display on the screen and the information that prints out.

Selecting a Report

How To View a Report

1. Press the **Reports** key.
2. Select the report you want to print. The report appears in the main display.

Printing a Report

You may print reports using the internal mailing system printer, or an attached external printer if one is connected to your system.

How to Print a Report

1. Press the **Reports** key.
2. Select the report you want to print. The report appears in the main display. Press **Enter**.
3. Depending on your particular system, select one of the bulleted options below.

- If your system can only print using the internal mailing system printer: press the **Start** or **Tape** key to print on an envelope or tape.
- If your system cannot print using the internal mailing system printer, but you have an external printer, press **Enter**.
- If you have an external printer and your report can only print to an external printer, the system asks you to press **Enter**.
- If you have an external printer and your report can print to an external printer or the internal printer, the system asks you to “Select a Printer.”

  If you want to use the attached external printer, select **Attached Printer**. Press **Enter**.

  If you want to use the system printer, select **Mailing Machine.** Press the **Start** or **Tape** key to print on an envelope or tape.

Reports

Single Account Report

The **Single Account Report** gives the total pieces of mail and the postage for a selected account. After you select Single Account Report a Select Account screen displays, allowing you to choose a specific account for the report. If an account is already selected from a previous job, that account will display for the report.

Accounts can be printed even if they are inactive.

Screen Display

Single Account Report

<Account name>

<Subacct> <Sub-Subacct>

Account Number	<Account Number>
Pieces	<Account Piece Count>
Postage	<Account Value Total>

> Select Another Account

Printed Report

The **Single Account Report** prints on one envelope or a strip of tape.

Information contained in the report:

- Date report is printed
- Time report printed
- Meter Stamp Serial Number: identifies the meter which printed the report
- Account Name: Name of each account that has used postage
- Account Number: Number of each account that has used postage
- Pieces: Total of pieces processed for the account
- Postage: Total postage amount charged to the account
- Station ID: a user-defined number to identify the meter.

8 Reports

Multi-Account Summary

The **Multi-Account Summary** supplies the total pieces and postage for all enabled accounts.

This report can be printed on the internal printer or on an attached external printer.

Screen Display

System Printer Version

Multi-Account Summary

Account	Pieces	Postage
<Account Number>	<Account Piece Count>	<Postage Value Total>
<Account Number>	<Account Piece Count>	<Postage Value Total>
<Account Number>	<Account Piece Count>	<Postage Value Total>
<Account Number>	<Account Piece Count>	<Postage Value Total>
<Account Number>	<Account Piece Count>	<Postage Value Total>
<Account Number>	<Account Piece Count>	<Postage Value Total>
<Account Number>	<Account Piece Count>	<Postage Value Total>

Printed Report

- Date report is printed
- Time report is printed
- Meter Stamp Serial Number: identifies the meter which printed the report
- Account Number: Number of each account that has used postage
- Pieces: Total of pieces run for account
- Postage: Total postage value for account
- Station ID: a user-defined number to identify the meter.
- Page Numbers

Multi-Account Summary (External Printer Version)

This version of the **Multi-Account Summary** can only be printed on an attached external printer. Account numbers are only assigned to the lowest level of the account hierarchy or transaction level. Account numbers will only appear if the account does not have subaccounts. If the account has subaccounts or subsubaccounts, account numbers will only be displayed for the lowest level account. The piece and postage totals for accounts with subaccounts displays as “Subtotal.”

Screen Display

Account Summary

Account Number	Pieces	Postage
1	10	$3.70
2	20	$7.40

Printed Report

The Multi-Account Summary prints out on an attached printer. This report provides the following information:

- Meter stamp number
- Date report is printed
- Time report is printed
- Page number
- Station ID: a user-defined number to identify the meter.
- Number assigned to an account, subaccount, or sub-subaccount
- Name of the account, subaccount, or sub-subaccount
- Total of Items of mail for account, subaccount, or sub-subaccount
- Amount of funds used in account
- Total of funds used for each level of accounts
- The grand total of pieces of mail
- The grand total of the funds used

Last 5 Refills Report

The **Last Five Refills Report** lists the last five refills for any enabled account and prints the information on a single envelope or strip of tape. The refills are displayed in chronological order.

Screen Display

Last 5 Refills

Date	Time	Amount
<Date>	<Time>	<Refill Amount>
<Date>	<Time>	<Refill Amount>
<Date>	<Time>	<Refill Amount>
<Date>	<Time>	<Refill Amount>
<Date>	<Time>	<Refill Amount>

Printed Report

The Refill Statement provides the following information:

- Date of Refill
- Time of Refill
- Refill Amount: Amount of the last five refills for this particular account.
- Account No: Postage By Phone account number.
- Meter Stamp Serial Number: identifies the meter which printed the report
- Date Printed
- Page number of report

Confirmation Services Report System Printer

The Confirmation Services Report provides details for confirmation pieces processed and prints the information on an envelope or strip of tape.

Screen Display

Confirmation Services Report

Barcode:
Service:
Postage:
Class:
ZIP:
Date Uploaded:
> Print tapes for last group sent

Printed Report: System Printer

The report provides the following information about a piece of mail:

- Barcode or package identification code
- Destination ZIP Code of the package
- The Postage by Phone® account number
- Meter Serial number
- A fill-in space where the customer can write in the recipient and delivery address.

Printed Report: Attached Printer

The external printer version of the **USPS Services Report** provides the following information for each package:

- Package identification barcode
- Amount of postage used
- Class of mail for the package
- Destination ZIP Code
- Type of Special Service used
- Date package is sent

8 Reports

Permit Mail Report

The **Permit Mail Report** provides a piece count on up to three permits. Use the up/down arrow keys to scroll through the permits.

The report prints *on one* envelope or strip of tape.

Screen Display

Permit Mail Report	
Permit Number:	<Permit Number>
Permit Name	<Permit Name>
Counter	<Permit Batch>
Total Pieces:	<Permit Piece Count>

Printed Report

The **Permit Mail Report** provides the following information:

- Permit Name: Identifying Text for each active permit mail class
- Counter: Resettable Permit Mail Piece Count for each active permit mail class
- Total Pieces: Non-resettable Permit Mail Piece Count for each active permit mail class
- Date Printed
- Time Printed
- Meter Serial Number

Account List Report

The **Account List Report** lists the names and numbers of all accounts that are set up in your mailing machine.

Screen Display

Account List

Number	Name
<Account Number>	<Account Name>
<Account Number>	<Account Name>
<Account Number>	<subaccount>
<Account Number>	<subsubaccount>
<Account Number>	<subaccount>
<Account Number>	<Account Name>

Printed Report

This report prints a list of all your accounts and the account numbers.

Funds Report

The **Funds Report** gives a summary of the funds used and available in the meter, total pieces run, batch pieces and value. It prints on *one* envelope or tape.

Screen Display

Funds Report	
Funds Used	<Funds Used>
Funds Available:	<Funds Available>
Total Pieces:	<Total Pieces>
Control Sum:	<Control Sum>
Batch Count:	<Batch Count>
Batch Value:	<Batch Value>

Printed Report

The **Funds Report** provides the following information:

- Date report is printed
- Time report is printed
- Meter Stamp Serial Number
- Used: Postage funds currently spent
- Available: Postage funds still available for processing
- Control Sum: The total of used funds and available funds
- Total Pieces: Total of pieces imprinted with postage
- Batch Value: Postage spent for this batch
- Batch Count: Number of pieces in the batch
- Postage By Phone serial number

8 Reports

System Setup Report

The **System Setup Report** is an extensive report that gives you comprehensive information about your total mailing system. You can only the entire system set up. However, the entire report must be printed on an attached printer. It provides information on:

- Serial Numbers:

  Meter, IntelliLink Control Center, Meter Stamps, Base, and Postal Security Device

- Software Versions

  IntelliLink Control Center, Postal Security Device, Scale Software, Rates Module

- Downloaded Features

  Features, Rates, Software, Scale Capacity, Number of Uploaded Records

- Funds and Piece Information

  Funds Used, Funds Available, Control Sum, Total Pieces, Batch Value, Batch Count

- Warning Values

  High Value, Low Funds, Maximum Settable Value

- Time Settings

  Time Zone Offset, Daylight Time Offset, Daylight Savings, Clock Drift Adjustment, Date Advance Time

- Advertisements

  Advertisement ID and Name

- Inscriptions

  Inscription ID and Name

- Accounting Set Up

  Accounting Feature on/off, System, Passwords, Number of Accounts

- Modem Set Up

  Dial Out Prefix, Dial Method, Local Number, Pitney Bowes Number, PBP Account, Initialization String

- Scale Settings

  Adjustment for Motion, AutoScale, Trip Weight, Units, Origin, Location Code, AutoClear, Clear Zone If New Class, ZIP/Zone Prompt, BMC Intra ZIP, Add ZIPs to Zone), Discount Code, Min. Confirmation Service, Scale Capacity

- Presets

Error Report

The **Error Report** lists the last ten errors in chronological order with the most recent error at the top. It prints on an envelope or tape strip.

Screen Display

Error Report

Date	Time	Location	Error ID
<Date>	<Time>	<Location>	<Error Code>
<Date>	<Time>	<Location>	<Error Code>
<Date>	<Time>	<Location>	<Error Code>
<Date>	<Time>	<Location>	<Error Code>
<Date>	<Time>	<Location>	<Error Code>

Printed Report

The **Error Report** gives the following information:

- Date report printed
- Time report printed
- Meter Stamp Serial Number

The **Error Report** lists the following information for each error:

- Error Date
- Error Time
- Error Identification
- Locaiton: Where in the system the error occurred
- Page Numbers

Job Report

The **Job Report** summarizes a job that is processed in a mode that did not dispense funds. It can be printed on an envelope or tape.

Screen Display

Job Report

<Account Name>
<SubAcct> <Sub-SubAcct>

Account Number <Account Number>
Pieces <Account Piece Count>
Job: <Mode>

Printed Report

The Job **Report** gives the following information:

- Time: date printed report printed
- Meter Stamp Serial Number: identifies the meter which printed the report
- Station ID: A user-defined number to identify the meter.
- Pieces: Total of pieces processed for the account
- Postage: Total postage amount charged to the account
- Job: mode of operation
- Account Number: Number of each account that has used postage
- Account Name: Name of each account that has used postage

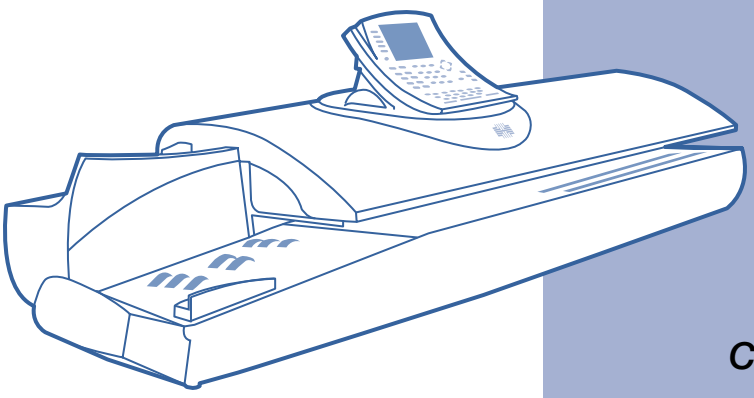
Data Capture Report

international use only

The **Data Capture Short Report** provides information on the data that is transferred from the mailing machine through Pitney Bowes Data Center to the Post Office.

The **Data Capture Report** prints on an envelope or tape.

9 Maintaining and Updating



Chapter Contents

Maintaining Your Mailing System 9-2
Cleaning the Exterior of the Machine 9-2
Moistener Maintenance
- *Filling the Flap Moistener Bottle 9-2*
- *Filling Tape Moistener Bottle 9-3*
- *Cleaning the Moistener Brush 9-4*
- *Changing the Moistener Brush 9-4*

Installing a Roll Tape 9-5
Sensors
- *Cleaning the Deck Sensors 9-6*
- *Cleaning the Flap Array Sensors 9-6*

Printer Maintenance
- *Replacing the Ink Cartridge 9-7*
- *Maintaining the Printer 9-8*
- *Print Test Pattern 9-8*
- *Cleaning Printer Nozzles 9-9*
- *Checking the Printhead 9-10*
- *Changing the Printhead 9-11*
- *Replacing the Wiper Blade Assembly ... 9-13*

Updating Your System 9-14

9 Maintaining and Updating

Maintaining Your Mailing System

Your mailing system and its components need very little maintenance. However, periodically you need to clean the machine and replace tape, moistener fluid and printing supplies. These routine maintenance procedures are presented in this chapter.

Cleaning the Exterior of the Machine

To clean the outside of your machine, wipe it with a soft, dry cloth. Do not use harsh chemical cleaners. If necessary, clean the display screen on the IntelliLink Control Center™ with a mild glass cleaner and soft cloth.

Filling the Flap Moistener Bottle

How To Fill the Flap Moistener Bottle

1. Open the main cover.
2. Remove the flap moistener bottle.

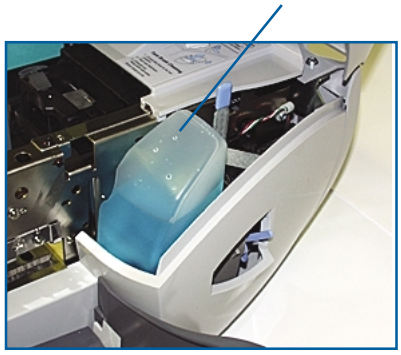
3. Refill the bottle with E-Z Seal® or replace the bottle with E-Z Seal cartridges.*
4. Return the bottle to its original position and close the cover.

* Pitney Bowes recommends E-Z Seal® Sealing Solution for optimal sealing performance, however, you may use water. To order E-Z Seal® see *11 - Supplies and Options.*

Filling the Tape Moistening Bottle

How To Fill the Tape Moistening Bottle

1. Open the main cover.
2. Remove the moistener bottle on the right near the tape exit.



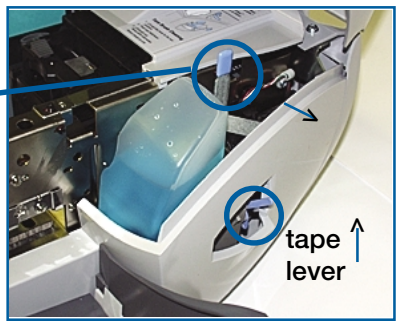
3. Refill the bottle with E-Z Seal or replace the bottle with an E-Z Seal cartridge.
4. Return the bottle to its original position.

9 Maintaining and Updating

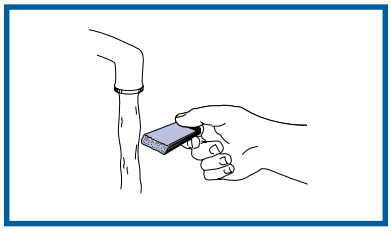
Cleaning the Moistener Brush

How To Clean the Moistener Brush

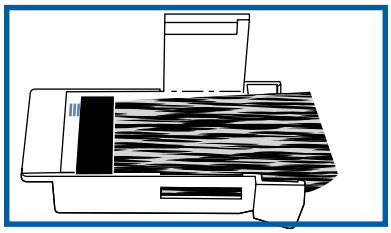
1. Move the tape lever to the up position.
2. Move the brush lever to the right to pull the brush mechanism forward.
3. Remove the brush.



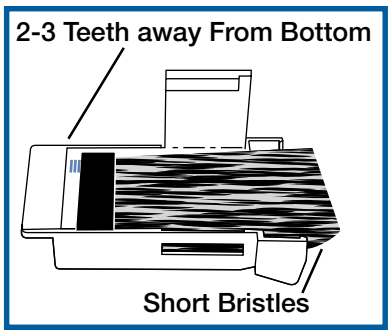
4. Rinse the brush under cold water, separating the bristles to remove excess glue and deposits.



5. Lift the brush out by pulling up on the bristles.



6. Place the brush in the case, two or three teeth away from the bottom. The shorter bristles should be against the solid side of the holder.
7. Return the case to the brush mechanism using the lever.
8. Return lever to original position.
9. Return tape lever to the required position.
   - Wet Tape– Lever up
   - Dry Tape– Lever down



Changing the Moistener Brush

Follow steps 1 through 8 of *How to Clean the Moistener Brush*, but DO NOT do step 4.

Installing a Roll Tape

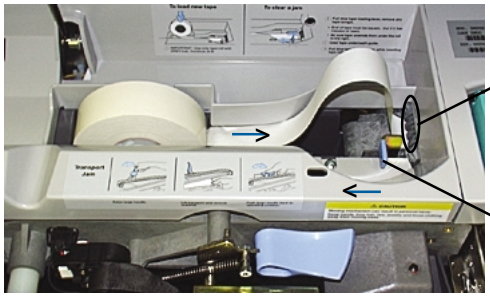
Your mailing machine accepts gummed or adhesive tape. Tapes require minimal threading, feeding, or adjusting. Each one has a colored stripe approximately 36 in. from the end to indicate a low tape condition. You should replace the tape when the stripe appears.

How To Replace the Tape

1. Open the main cover.
2. Remove the old tape core.
3. Push the feed lever to the left and remove any tape scraps from the feeding area. Release the lever.
4. Tear off the end of the new roll tape to leave a straight edge.
5. Drop the new roll tape into the well with gummed or adhesive surface facing down.

   Make sure the leading tape edge comes up from under the roll and to the right as shown in the picture below.

6. Push the feed lever to the left and hold while inserting the leading edge of the tape into the gap between the roller and the track.

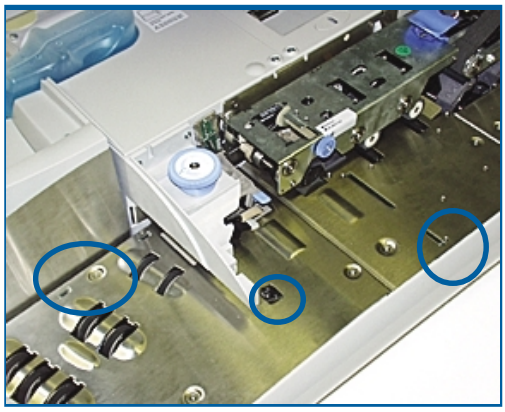


7. Release the feed lever.
8. Close the cover. The tape advances to the proper position.

9 Maintaining and Updating

Cleaning the Deck Sensors

Wipe the deck sensor windows with a damp cloth on a regular basis and whenever a problem occurs that might be caused by a dirty sensor such as mail not feeding.



Sensor locations

Cleaning Flap Array Sensors

Run the flap array cleaning envelope through the machine once a week or every 20,000 cycles in order to keep the flap array sensors clean.

How to Clean the Flap Array Sensors

1. Enter the following settings on the machine:
   - Postage $0.00
   - Sealer Off
   - W-O-W Off
2. Place the flap array cleaning envelope on the feed deck with the flap opened and inserted behind the feed deck.

3. Press **Start**.
4. Repeat steps 2 and 3 four more times.

Replacing the Ink Cartridge

When the ink supply falls below a certain level, your machine displays a warning to ***Order Ink***. At this point there is only enough ink for approximately 10 days of mailing.

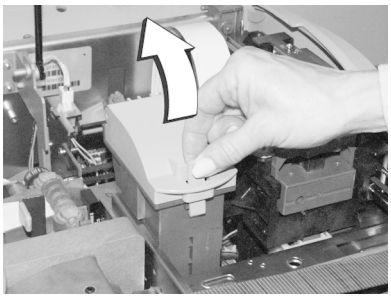
A second warning of ***Low Ink*** displays approximately two days before ink runs out.

When the ink runs out, an ***Out Of Ink*** message appears on the screen and the machine stops printing. In order to resume printing you must change the ink cartridge.

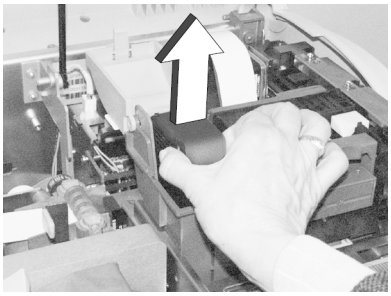
NOTE: Use only Pitney Bowes ink cartridges. The use of any other ink cartridges voids your warranty and Maintenance Agreement.

How To Replace the Ink Cartridge

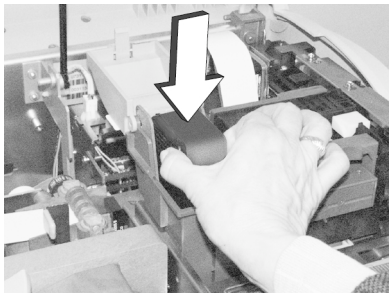
1. Lift up the main cover. Locate the printer and ink cartridge.
2. Press the thumb tab on the ink cartridge cover to lift open.
3. Lift up ink cartridge cover. Bring cover all the way back. This lifts up the ink cartridge for easy removal.
4. Remove the old ink cartridge by lifting it out of the holder.
5. Insert new ink cartridge as shown in picture with the grooves of the case facing you.
6. Close the ink cartridge cover until you hear it snap. This will return the ink cartridge to its proper position.
7. Close the main cover.



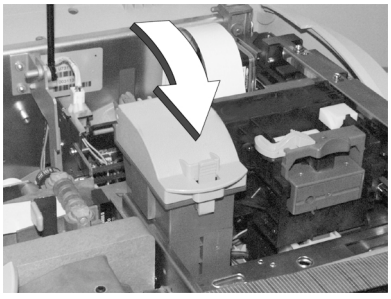
Lift up cover



Remove Ink Cartridge



Insert New Ink Cartridge



Close Ink Cartridge Cover

9 Maintaining and Updating

Maintaining the Printer

In addition to the automatic cleaning of the printheads that takes place during a mail run, the printer requires other minimum maintenance to ensure that a clean, clear meter stamp appears on your mail. To accomplish this, you must monitor the printer components. Maintenance for these areas is discussed below.

Print Test Pattern

How To Print a Test Pattern

1. Press the **Menu** key.
2. Select **Maintenance**.
3. Select **Print Test Pattern.**
4. To print the test pattern on tape, press **Tape**.

   OR

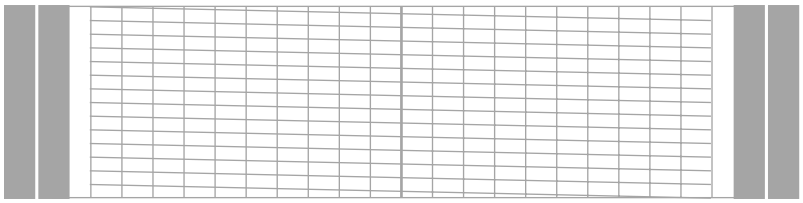
   To print on a piece of mail, feed an envelope.
5. Check the test sample after it prints.

   If the lines are solid and unbroken, the meter stamp is acceptable.

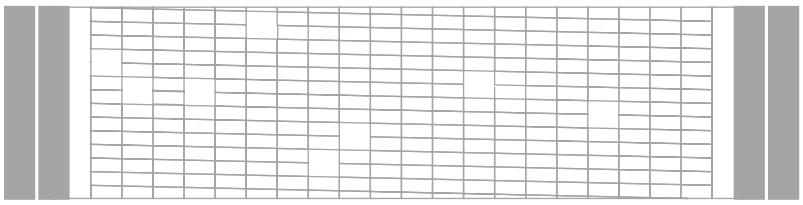
   If the lines are broken or faded in areas, you must clean the printer nozzle.

Sample Test Patterns

Good Quality



Poor Quality



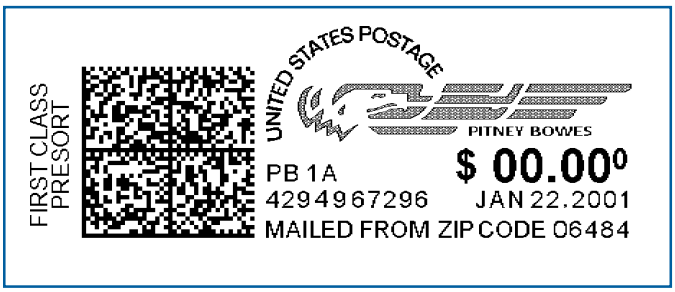
   The system asks you if you want to clean the printer nozzles.
6. To clean the nozzles, select **Yes**.

   To skip cleaning the nozzles, select **No**.

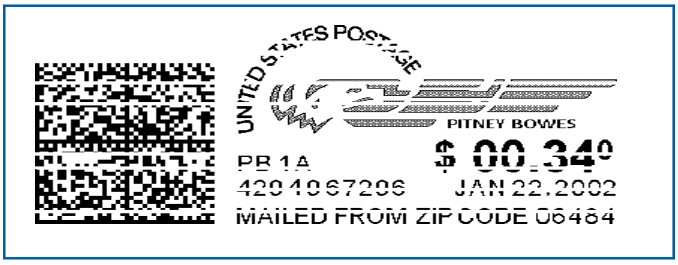
The system brings you back to the Maintenance menu.

Cleaning Printer Nozzles

If you notice the meter stamp is not printing completely and there are white lines going through it, you will need to perform printer maintenance. First, clean the printer nozzle.



Good Meter Stamp



Poor Meter Stamp

How to Clean the Printer Nozzle

1. Press the **Menu** Key.
2. Select **Maintenance**.
3. Select **Clean Printer Nozzle**.

   The print engine performs a cleaning cycle on the nozzles.
4. Select **Print Test Pattern** from the **Maintenance** menu to make sure the print nozzles are cleaned and the meter stamp is of high quality.

   See *Print a Test Pattern* in this chapter.

9 Maintaining and Updating

Checking the Printhead

If you notice the quality of the meter stamp is poor, you need to find out if the problem is a bad printhead.

How To Check the Printhead

1. Print a test pattern to check for a print quality problem. See directions for this procedure in this chapter.
2. If the quality of the test pattern is poor and has broken lines, you need to clean the printer nozzle *(see* illustration in *How To Clean Printer Nozzles* in this chapter*)*.
3. Repeat the procedure of printing a test pattern.
4. If you still have poor quality, repeat steps 1 through 3 above until quality improves.
5. If the test pattern does not improve after several attempts, replace the printhead and wiper blade cartridge as explained in this chapter.

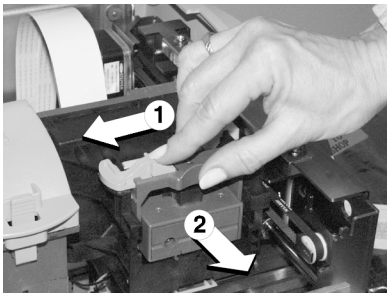
Changing the Printhead

When you change the printhead, you also need to replace the wiper blade assembly. Follow the instructions for both procedures.

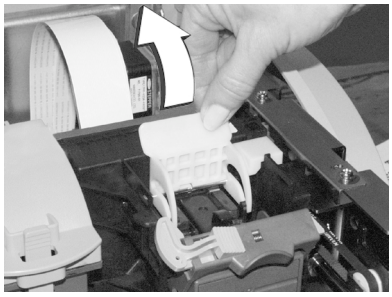
IMPORTANT! Make sure you have a replacement printhead before you begin this procedure. You cannot cancel this process once you begin.

How To Change the Printhead

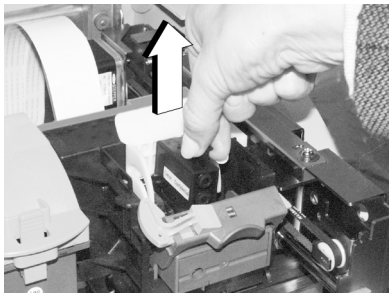
1. Press the **Menu** key.
2. Select **Maintenance**.
3. Select **Replace Printhead**.
4. Lift the main cover.
5. Slide printhead latch to the left and pull forward as seen in (1) in picture below.



6. Hold the latch in place and pull front panel forward as seen in (2) in the picture above.
7. Lift printhead cover toward the rear.

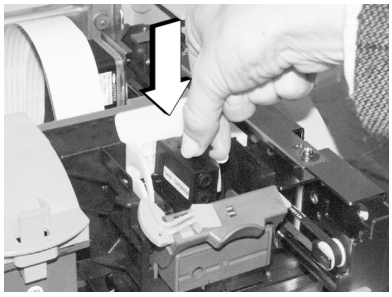


8. Holding printhead handle, lift printhead straight up so that back of the printhead does not rub against the pins (connectors) in the rear of the casing.

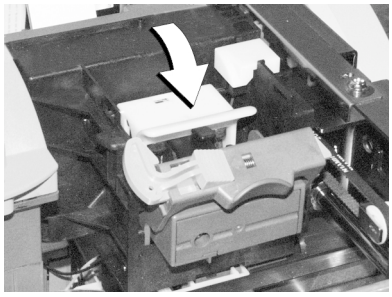


Changing the Printhead
(continued)

9. Remove new printhead from the package.
10. Remove protective cover from the new printhead.
11. Insert new printhead into the holder.



12. Close the printhead cover.



13. Push front panel back until you hear it click into place. Do this two times to ensure a good connection for the ink to flow properly.
14. Close the main cover of the machine.

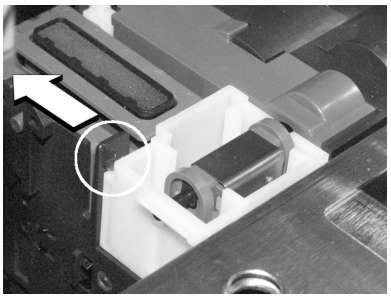
Replacing the Wiper Blade Assembly

When you replace the printhead, you must also replace the wiper blade assembly.

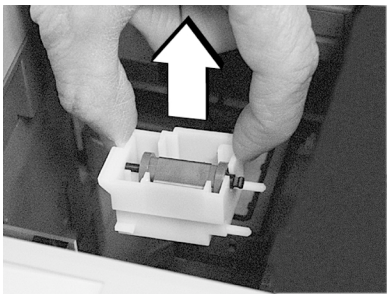
How To Replace the Wiper Assembly

1. Press the **Menu** Key.
2. Select **Maintenance.**
3. Select **Replace Wiper Blade Assembly.**
4. Lift up the main cover.
5. Locate the wiper blade assembly in front of the printhead assembly.
6. Locate the small black lever behind and next to the wiper assembly.
7. Push the lever to the rear to release the wiper. Slide the assembly to the left and lift it out.
8. Remove new wiper blade assembly from package.
9. Replace the wiper blade by placing it directly into the wiper blade slot with the shaft end to the right. Slide the wiper blade to the right until it clicks in place.
10. Close the main cover.

Wiper Blade Assembly



Push Lever to Rear To Release



Slide Assembly To the Left and Lift Out

9 Maintaining and Updating

Updating Your System

By using the online capabilities of this system you are able to:

- Install or expand the accounting feature or permits
- Add advertisements, inscriptions, or town circle
- Update postal rates or carriers
- Turn on other features

Depending on the option you select, there may be more than one way to add or update features. Your system may prompt you to “Select Method of Update”.

Art Card Ad/Inscription Update

1. Press the **Menu** key on the IntelliLink Control Center, select **Set Up** from the main screen.
2. Select **Updates and Add-Ons** (press the down arrow to get to the **Updates and Add-Ons** option).
3. Select **Art Card**. The system prompts you to “Place Art Card in slot at side of IntelliLink Control Center”.
4. Insert the art card. (*See photo at right.)* The system begins the download. As soon as it completes you are prompted to restart your system so that the updates can take effect.
5. Turn your system off, then on.

Art Card Slot on the Side of the IntelliLink Control Center

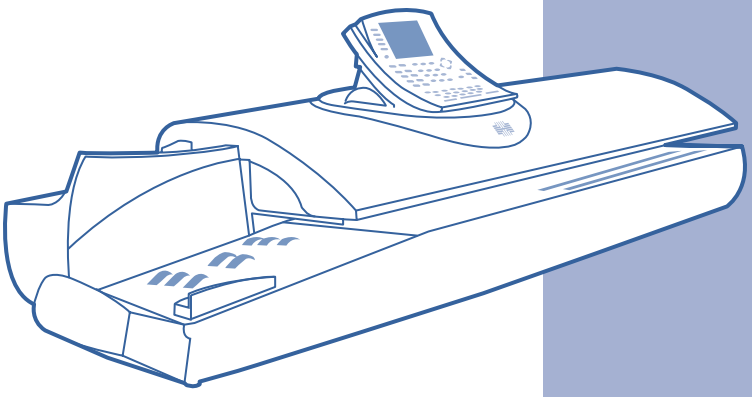
Update Using Your Modem

You can update your system using your modem connection to Pitney Bowes. If you want to schedule a date or time when your system automatically connects to Pitney Bowes to check for or perform updates, refer to the *Set Up Scheduled Calls to Pitney Bowes* section in 5 - *Mailing System Set Up* in this guide.

To update using your modem:

1. Press the **Menu** key on the IntelliLink Control Center, select **Set Up** from the main screen, and then
2. Select **Updates and Add-Ons** (press the down arrow to get to the **Updates and Add-Ons** option).
3. Select **Phone Download**. Your system dials Pitney Bowes and performs the update or add-on as soon as it establishes a connection. As soon as it completes the update/add-on, it prompts you to restart your system so that the updates can take effect.

10 Troubleshooting



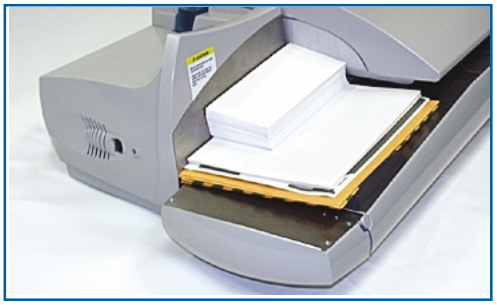
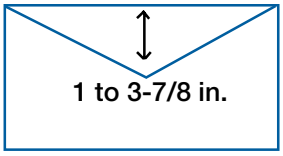
Chapter Contents

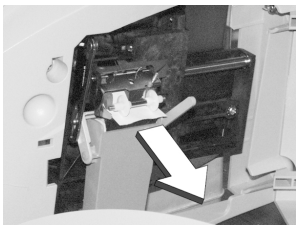
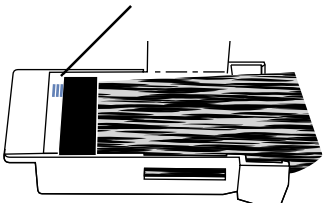
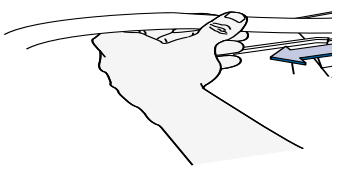
Flap Moistening 10-2
Tape System 10-3
Mail Transport System 10-7
IntelliLink Control Center 10-11
W-O-W Errors 10-14
Printing Problems 10-15
Problem Adding Postage 10-17

Getting Help 10-18

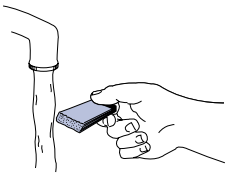
SV60951 Rev. A

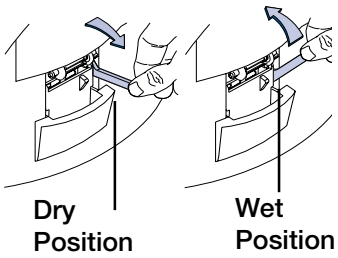
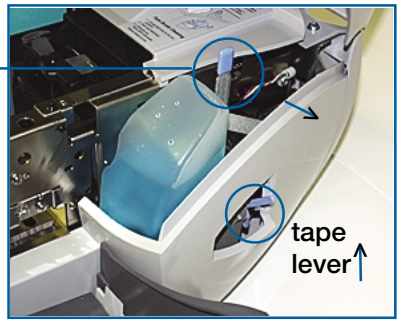
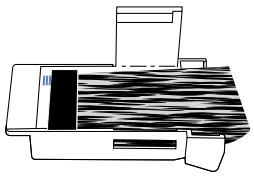
10 Troubleshooting

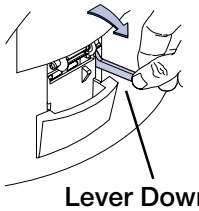
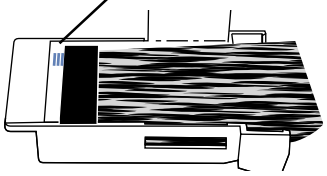
Problem	Possible Cause	Solution
Flap Moistening		
Flaps Not Moistening	No solution in bottle.	Remove bottle and refill solution or reposition bottle.
	Envelopes not stacked properly.	Review the method of stacking mail in *4 - Running Mail.* 
	Flap size is not within specifications	Use envelopes with flaps from 1 in. to 3-7/8 in. deep. 
Seal Only Mode Won't Work	Out of E-Z Seal.	Refill E-Z Seal flap moistening bottle.
Solution Leaking	Solution was poured directly into tank.	Call Service 1.800.522.0020
	Solution bottle cap not secured tightly.	Tighten solution bottle cap.
	Leak in solution tubing.	Call Service 1.800.522.0020

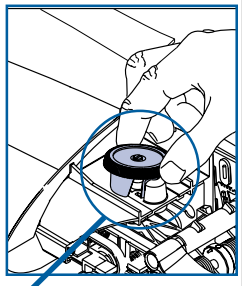
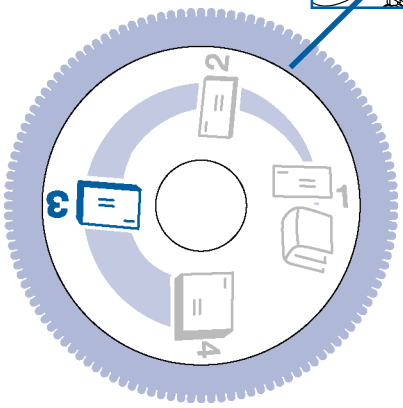
Problem	Possible Cause	Solution
Tape System		
Tape Cutter Jams	Tape pieces or paper slivers are blocking knife path.	Clear pieces from knife path. If problem continues call for service at 1.800.522.0020 
	Tape is catching on moistening brush.	Remove tape brush and reset in its holder to an appropriate length. **To Adjust Brush Move To The Left** 
Tape Jams (Pressure Sensitive Tape Only)	Adhesive is extending beyond tape backing.	When loading pressure sensitive tape, be sure entire tape edge at feed roller is covered with protective backing.
Tape Jams	Leading edge of tape roll is torn or folded under tape roller.	Remove tape from under roller. Cut tape for straight edge. Reinsert tape leading edge under roller and ensure it is not crimped or folded. 

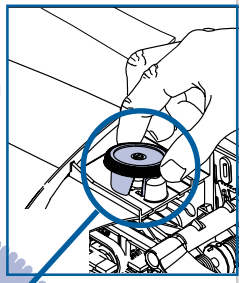
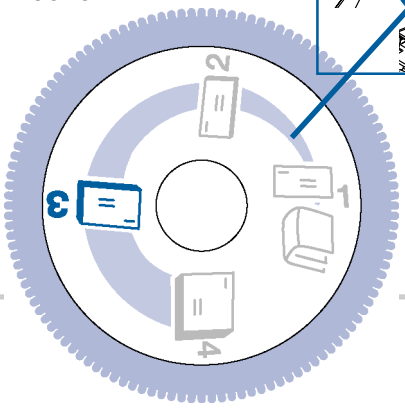
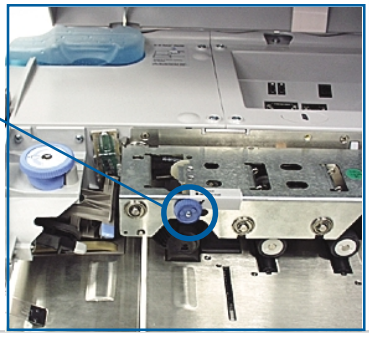
10 Troubleshooting

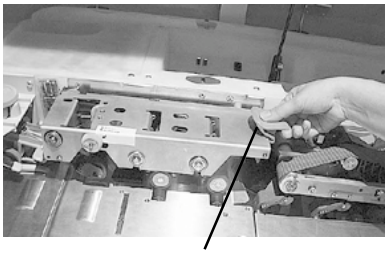
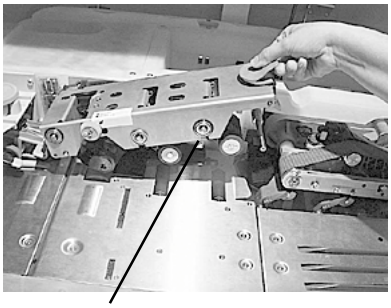
Problem	Possible Cause	Solution
Tape System		
Tape Jams (continued)	Jam is at tape roller.	Remove tape from roller, clear materials from roller path and reinsert tape.
	Tape track is dirty or clogged. Adhesive is on track.	Call service to clear tape track at 1.800.522.0020
Tape Does Not Remove Easily	Tape striking dried glue on moistening brush.	Remove brush and clean under cold water. 
Tape Error Messages Display, But Tape Is Feeding And Exiting.	Internal Problem	Turn power off and back on. If problem persists, call for service at 1.800.522.0020.
Gummed Tape Not Wet	Tape is inserted upside down.	Remove roll tape and install tape as shown in *Installing Tape Roll*, *9 - Maintaining and Updating.*

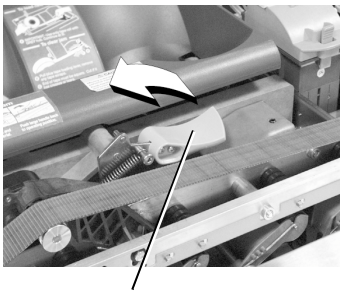
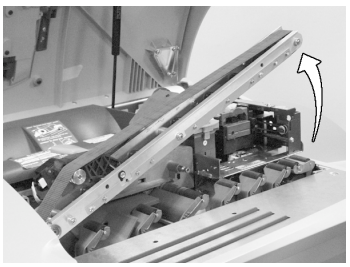
Problem	Possible Cause	Solution
Tape System		
Gummed Tape Not Wet (continued)	Wet /dry lever is set dry position.	Move wet/dry lever up to the wet position. (Lever down is dry position.) 
	No solution in bottle.	
	Brush not out far enough to reach tape. 1. Move the tape lever to the up position. 2. Move the brush lever to the right to pull the brush mechanism forward. 3. Remove the brush. 4. Pull out brush and readjust to longer length. 5. Reinstall brush and release holder to return original position.	 

Problem	Possible Cause	Solution
Tape System *(continued)*		
Gummed Tape Not Wet *(continued)*	Valve in moistener bottle cap is not working.	Call for service at 1.800.522.0020.
	Low E-Z Seal message is not working.	Call for service at 1.800.522.0020.
Adhesive Tape Gets Wet	Wet/dry lever set into wet position.	Set wet/dry lever **down** to dry position.  **Lever Down For Dry Position**
	Moistener brush is set too high.	Remove tape brush and reset at a lower position in its holder. **To Lower Brush Move To The Left** 

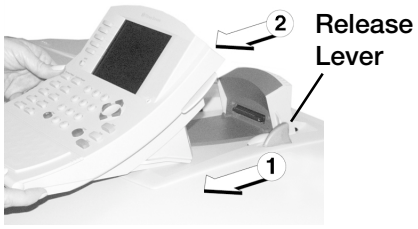
Problem	Possible Cause	Solution
Mail Transport System		
Mail Feeding Incorrectly into the Mailing System	Envelopes are too thick/thin for feeder adjustment, or thickness adjustment knob is improperly.	• Turn thickness adjustment knob to a notch suitable to the envelope thickness. The diagrams of pieces of mail on the knob indicate the proper setting different types of pieces of mail. Setting 1 is best for thin mail or thick mail. Setting 3 is best for most business envelopes. If mail is not processing correctly in **Settings 1 or 3**, adjust the thickness knob to the next settings - **2 or 4.** To pick a setting, turn the knob to the arrow located on the feed cover.   **Thickness Adjustment Knob** • Also, adjust sealer lever.
	Mail is improperly stacked.	Put thinner envelopes on top of thicker envelopes in feeder.
	Back stop is too close, and is forcing mail into the feeder.	Readjust backstop and restack mail.

Problem	Possible Cause	Solution
Mail Transport System		
Mail Feeding Incorrectly into the Mailing System (continued)	Thickness adjustment knob is set too wide.	• Turn thickness adjustment knob to a notch suitable to the envelope thickness. The diagrams of pieces of mail on the knob indicate the proper setting different types of pieces of mail. Setting 1 is best for thin mail or thick mail. Setting 3 is best for most business envelopes. If mail is not processing correctly in **Settings 1 or 3**, adjust the thickness knob to the next settings - **2 or 4.** To pick a setting, turn the knob to the arrow located on the feed cover.   **Thickness Adjustment Knob**
	Light mail/postcard selection knob is not at the proper setting.	• Turn the knob to the left for postcards and light mail. Turn to the **right** for all other mail. 

Problem	Possible Cause	Solution
Mail Transport System *(continued)*		
Mail Transport Jam	• Piece of mail is too thick. • Feeder adjustment is set too high. • Pieces of mail are the incorrect size for the mailing system.	If mail is jammed at the feeder entry: 1. Lift cover. 2. Lift up the upper drive release lever to raise the upper drive assembly. 3. Remove the piece of mail.  Upper Drive Release Lever  Raise Upper Drive Assembly

Problem	Possible Cause	Solution
Mail Transport System *(continued)*		
Mail Transport Jam *(continued)*		If the jam is in the transport area: 1. Lift main cover. 2. Pull back transport jam release lever until the transport assembly lifts up.  **Transport Jam Release Lever**  **Transport Assembly Lifts Up** 3. Remove the piece of mail. 4. Push the jam release lever back to its original position until it snaps into place. • If condition persists adjust the thickness adjustment knob for less tension (see procedure in this chapter).

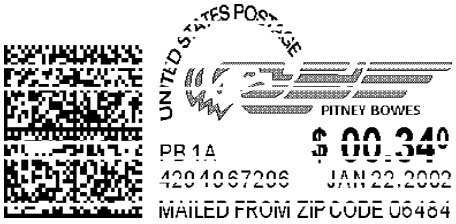
Problem	Possible Cause	Solution
IntelliLink Control Center™		
Cannot Set Postage Amount	Postage amount entered at the IntelliLink Control Center equals or exceeds the high value warning limit. A high value warning displays.	• Press **Enter** to accept the high value or • Enter lower postage amount.
	Mailing system did not recognize IntelliLink Control Center when turned on.	Turn the mailing system off. Wait 30 seconds and turn it on again to re-initialize the IntelliLink Control Center.
	The IntelliLink Control Center is locked due to required inspection.	Do a zero-value refill to fulfill inspection requirements.
	Insufficient funds	Download funds from Postage By Phone®. See *6 - Adding Postage.*
	IntelliLink Control Center or mailing system is not functioning properly.	Call for service at 1.800.522.0020.
W-O-W Won't Display Zero	• Vibration interference occurred. • Something is touching weighing area. • Wind current occurred.	Press the **Menu** key and select **Zero W-O-W**.
Scale Won't Display Zero	• Vibration interference occurred. • Something is touching weighing area. • Wind current occurred.	Press the **Menu** key and select **Zero Scale**.
Unable To Access Display, Or Keyboard Does Not Respond	The system is currently in the maintenance mode.	Allow system to complete maintenance operation.

Problem	Possible Cause	Solution
IntelliLink Control Center *(continued)*		
Blank Screen	IntelliLink Control Center is not locked into place properly.  	Remove the IntelliLink Control Center and reposition it. 1. Slide release lever forward to release IntelliLink Control Center. 2. Slide IntelliLink Control Center back into place until you hear it click.
No Response From IntelliLink Control Center When Removed From Mailing System	No power is going to IntelliLink Control Center.	Make sure A/C Adapter (PN 1C85000) is plugged into back of IntelliLink Control Center.
Modem Refill Fails With IntelliLink Control Center On Or Off The Mailing System.	Wrong Postage By Phone telephone number entered in set up.	To enter correct telephone number: Press **Setup** key. Select **Phone Setup**. Select **Refill Phone Number**. Enter correct number: 1.800.590.4857
	Refill amount exceeds the funds in the account.	Obtain a balance of your account by pressing the **Funds** key. Then select “Get Postage By Phone Balance.”
	Bad combination/setting number	Verify numbers and re-enter. If reset still fails after three attempts, call Postage By Phone and speak to operator for verification at 1.800.243.7800.
Display Hard to Read	Adjust the display contrast.	Adjust the display contrast; refer to the *Set Display Contrast and Speaker Volume* in *5 - Mailing System SetUp*.

Problem	Possible Cause	Solution
IntelliLink Control Center *(continued)*		
Postage Refill Fails with IntelliLink Control Center On or Off the Mailing System. *(continued)*	Phone line is not connected or is loose.	Reconnect phone line in back of IntelliLink Control Center.
	Phone line is damaged.	Check phone line for damage (cuts, crimps), and replace if necessary.
	There is a problem with phone line.	Test the main phone outlet and have repaired if necessary.
	There is an internal problem with the IntelliLink Control Center and/or meter.	Call for service at 1.800.522.0020.
Wrong Ad, Inscription, or Permit, Yet Appears In Menu List.	Mailing system is reset to factory default mode.	Select desired graphic. Push the **Menu** key. Select **Meter Stamp Options**. Select **Advertisements** or **Inscriptions**. Change Normal Preset Timeout See *5 - Mailing System Setup*
Ad, Inscription, or Permit Does Not Appear In Menu List.	Art Card is not installed or is installed incorrectly.	Reinstall the art card. Make sure it is in all the way.
	The item you want may not be on art card.	Reinstall the other art cards or call the PB Supply Line at 1.800.243.7824 and order a graphic.
	There is an internal problem with the IntelliLink Control Center and/or meter.	Call for service at 1.800.522.0020.

10 Troubleshooting

Warning	Possible Cause	Solution
Weigh-On-the-Way (W-O-W) Errors		
Piece Of Mail Is Too Heavy	Mail is too heavy for selected class. No postage was printed this piece.	Select a new class. Press **Start** to continue
Piece Of Mail Is Too Light	Piece of mail is too light for selected class. No postage was printed on this piece.	Select a new class. Press **Start** to continue.
Negative Weight	W-O-W scale not at zero weight.	Press **Menu** key and select **Zero Scale**.
Calibration Error	W-O-W scale not at zero weight.	Press **Menu** key and select **Zero Scale**. If not resolved, call service at 1.800.522.0020.
Invalid Weight	Invalid weight for selected class.	Select another class.
Unstable Weight	Scale cannot define weight.	Be sure scale is steady-no vibration or air movement across platform.
Re-Zero Failed	Scale could not define zero weight.	Call for Service at 1.800.522.0020
W-O-W Won't display Zero	• Vibration interference occurred. • Something is touching weighing area. • Air movement over mail deck.	Press the **Menu** key and select **Zero W-O-W**.
Scale Won't Display Zero	• Vibration interference occurred. • Something is touching weighing area. • Air movement over platform.	Press the **Menu** key and select **Zero Scale**.

Problem	Possible Cause	Solution
Printing Problems		
Meter Imprint Smudges After Changing Printhead.	Envelope or tape is contacting the printhead.	• Reinstall the printhead. Be sure it is properly seated in position. • Check mail path for foreign objects or dust and remove.
Low Ink Warning Does Not Display, But System Does Not Print	• The ink nozzle may be clogged. • Ink supply system drained back to in cartridge. • Defective printhead	• Clean print nozzle several times. • Print test pattern • If print quality does not improve call for service: 1.800.522.0020.
Meter Stamp Is Crooked	Envelopes are skewing.	1. Check for objects in mail path. 2. Adjust feeder knob.
Meter Stamp Quality is Poor	• The printer nozzles requires maintenance • The printhead needs to be replaced. 	• Clean printer nozzles several times. See procedure in *9 - Maintaining and Updating* • Replace the printhead. See procedure in *9 - Maintaining and Updating*

10 Troubleshooting

Warning	Possible Cause	Solution
Printing		
Remove Piece of Mail	Transport sensor may be blocked.	Lift the cover and remove piece of mail from the mail path.
Misfeed	• Piece of mail may have fed incorrectly into system. • Thickness adjustment knob at incorrect setting.	• Adjust the setting of the thickness adjustment knob. • Check all mail in the stacker to make sure postage has printed. If meter stamp is missing, run a piece of mail through again.
Skew Occurred	• Piece of mail may have been slanted or tilted. Meter imprint appears skewed. • Thickness adjustment knob is at the wrong setting. • Light mail/postcard selection knob incorrectly set.	• Check all mail in stacker to make sure postage has printed. • Adjust Light mail/postcard selection knob.
Short Piece of Mail	Piece of mail is smaller than 3.5 in x 5 in.	• Lift feeder cover and remove piece of mail from the mail path.
Thick Piece of Mail	Piece of mail is thicker than 0.75 in.	Remove piece of mail.

Problem	Possible Cause	Solution
Problem Adding Postage		
Refill Operation Fails When Control Center Is Attached Or Removed From the Mailing System	Phone line is not connected or is loose.	Reconnect the phone line to the back of the IntelliLink Control Center.
	Phone cord is damaged.	Check phone cord for damage (cuts, crimps) and replace if necessary.
	Problem with the phone line.	Test the main phone outlet with a telephone and have repaired if necessary.
	You are using the wrong Postage By Phone telephone number.	Enter the following number for Postage By Phone: 1.800.590.4857 To change the phone number, refer to the *Phone Set Up: PBP Phone* section in *5 - Mailing System Setup* in this guide.
	Refill amount exceeds the funds in your account.	Check your account balance. Refer to the section *Checking Your Postage By Phone Account Balance* section in *6 - Adding Postage* of this guide.
	Internal problem with the IntelliLink Control Center.	Call for service at 1.800.522.0020.

10 Troubleshooting

Getting Help

There may be times when you need help to solve a problem, or you may want more information about how your mailing system works. Pitney Bowes provides several information resources. See *1 - Read This First* for a description of these resources.

If you cannot find the answer to your question by pressing the help button, in one of the user guides, or on our web site you can call our Pitney Bowes Service Support Network at 1.800.522.0020.

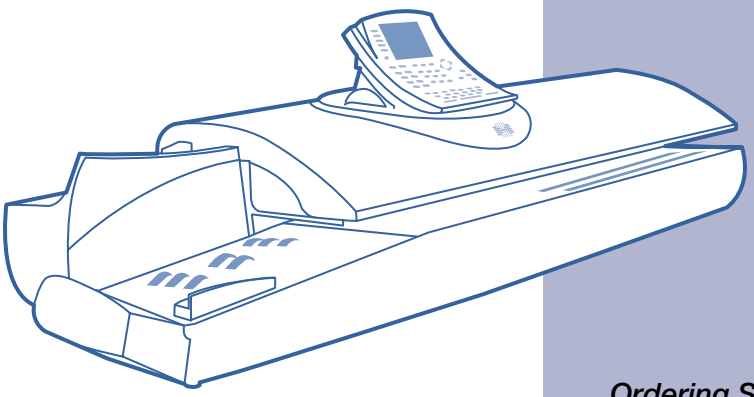
Before you call make sure you have the following information which is located under the main cover on the inside rear panel of the system:

- Your product name: DM1000 Mailing System and model number
- Your serial number

Also be ready to explain:

- The nature of your problem
- What happens and when does it happen
- The error message displayed (if there was one)
- The steps you have already taken to solve the problem and the results

11 Supplies and Options



Chapter Contents

Ordering Supplies 11-2
PB Supply Catalog 11-2
Frequently Ordered Supplies 11-2
- *Ink Cartridges 11-2*
- *Tape 11-2*
- *Sealing Solution 11-2*

Maintenance Kits 11-2
Ordering Accessories
- *Inscriptions 11-3*
- *Advertisements 11-3*
- *Permits 11-4*

USPS Supplies 11-4

11 Supplies and Options

Ordering Supplies

Order supplies through PB Supply Line℠ at 1-800-243-7824.

OR

Order through our website at www.pb.com/supplies. You'll find a complete, easy-to-navigate online store that offers a wide assortment of genuine Pitney Bowes supplies at attractive prices. Be sure to take advantage of special quantity pricing and online discounts.

Pitney Bowes Supply Catalog

Call the number above or go to the PItney Bowes web site *www.pb.com.* and select *Supplies Online.*

Frequently Ordered Supplies

Ink Cartridges

Florescent ink cartridge, 1-pack	767-8

The use of any other ink cartridges VOIDS your warranty and Maintenance Agreement.

Pressure Sensitive Tape

5” box of 3-pack	627-8
4” box 3-pack	610-7

Gummed Tape

5” box of 6	627-2

E-Z Seal Sealing Solution

DM1000 flap moistener bottle (filled)	603-1
DM1000 tape bottle (filled)	603-2
Four 64 ounce bottles	608-0

Maintenance Kits

Printhead (with wiper) Assembly Kit	771-2
Wiper Blades Kit	771-1

Ordering Accessories

Inscriptions

A number of inscriptions are included with your mailing machine. To order additional inscriptions or to get information about customized inscriptions call the PB supply line for a catalog at 1.800.243.7824 or visit the PB supplies website, *www.pb.com. "My Account Access"*

Meter Stamp With Inscription

Advertisements

A number of advertisements are included with your mailing system. To order additional advertisements or to get information about customized advertisements call the PB supply line for a catalog at 1.800.243.7824 or visit the PB supplies website, *www.pb.com. "My Account Access" .*

Sample Meter Stamp With Advertisement

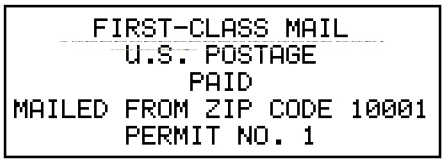
11

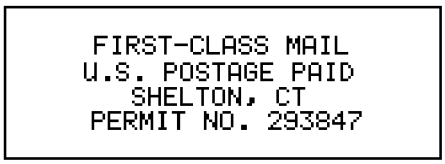
11 Supplies and Options

Permits

A permit is a postal mark which indicates that you have a special account at the Post Office which allows you special rates. If you use a permit on your mail, you do not need to apply postage.

Sample Permits



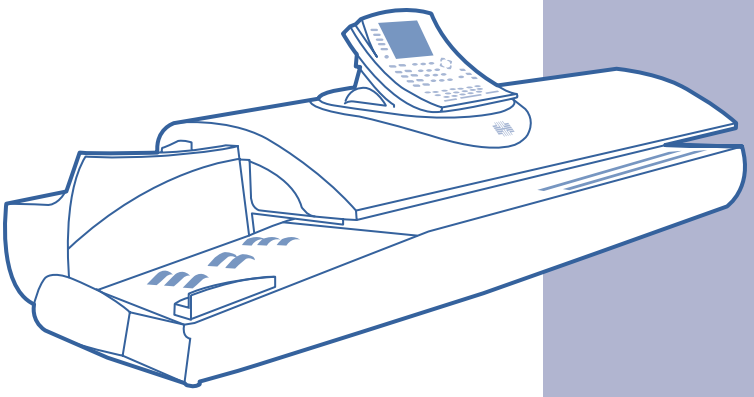


USPS Supplies

You can order mailing supplies from the USPS for use with mailing system by visiting the USPS Shipping Supplies Online web site.

A

Appendix



Glossary

SV60951 Rev. A

Glossary

Accounting	A feature of the mailing system that allows you to charge postage to individual accounts.
AccuTrac™ system	A mailing and postage accounting system consisting of various pieces of hardware and software. The hardware and software work together to process your mail and record the postage transactions necessary to track the costs and charge them back to various accounts and/or customers.
Advertisement	Advertisements contain messages and graphics you can print next to the meter stamp.
Alpha Keyboard	The part of the keyboard used to enter accounts and other set up information.
Alphanumeric Text	Text consisting of alphabetic and numerical symbols that can include punctuation marks and other conventional symbols.
Arrow Keys	The keys you can use to move to new menus, scroll through menus, and select options.
Art Card Slot	A slot on the right side of the control panel on the mailing machine which accepts the plug-in art card. The art card contains ads, inscriptions, and permits.
Barcode	A series of vertical bars and spaces that represent a correct ZIP code for the delivery address on a piece of mail.
BUDGET MANAGER™	An optional enhanced accounting package you can purchase for your DM series mailing system. It contains all the standard accounting features plus allows you to create and store up to 3000 accounts, 50 operators, and up to 15,000 transactions. You can also create customized reports, carriers and fees, and apply budgets and surcharges to individual accounts.
Calibrate	The action performed which sets the scale at zero in order to assure accuracy.
Carrier	The service that delivers your mail such as the USPS or Federal Express.
Certified	Certified Mail is a service offered by the United States Postal Service® for a fee in addition to postage. Sending Certified Mail provides a delivery record that the Postal Service maintains for a period of two years. For additional Certified Mail options, see *Return Receipts* or *Restricted Delivery* in this glossary.
Certified Mail Rates	Please refer to the USPS web site at www.usps.com for rates.
Class Key	Enables you to select the correct class for your mailing, for example, First Class, Priority, or Express Flat Rate.
Clear Key	Press to clear an entry or, if no data has been entered, press to take you to the previous screen.

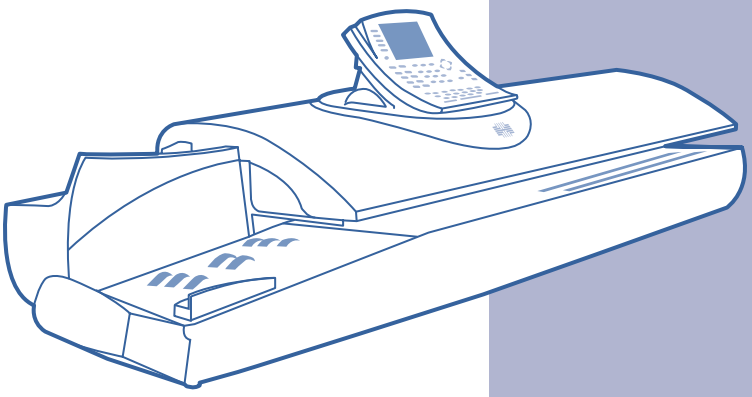
Communications Port	Place on the DM1000 to add a connector for a PC or an optional Pitney Bowes scale or printer.
Control Panel	Module mounted on top of the mailing machine that contains the graphic display, function keys, alpha, and numeric keys and the Postal Security Device (PSD).
Date Ducking	When processing the mail you have the option of NOT printing the date.
Data Exchange	Program which imports account information to a PC.
Delivery Confirmation	A service of the United States Postal Service® that allows you to verify the date and time of delivery of your mail or, if the delivery was unsuccessful, the date and time of the delivery attempt. The service is currently available for Priority Mail and Package Services, which includes Parcel Select, Parcel Post, Bound Printed Matter, Special Standard Mail and Library Mail. You may combine Delivery Confirmation with other services such as COD, insured mail, registered mail, parcel airlift (PAL) or special handling. There is no charge for Delivery Confirmation when you ship by Priority Mail and provide an electronic file to the Postal Service. There is a 12 cent per piece charge when you ship Package Services using the electronic option.
Differential Weighing	The weighing mode that allows you to put all of the mail on the scale, then as you remove each piece, calculates the weight and prints postage (either on envelopes or tapes). This saves time by eliminating the need to place each piece individually on the scale.
Error Message	An indication that notifies the operator of a disabling event (for example, out of ink).
External Device Port	A plug on the machine that allows you to connect an optional external device, such as a scale or a PC.
E-Z Seal®	The envelope moistening solution you can order from the Pitney Bowes Supply line.
Feed Deck	The area of the mailing machine where you feed the envelopes.
Funds	The money in your Postal Security Device or in your Postage By Phone account.
Funds Key	Press to get information about funds used in a job, add funds to your meter, enter new refill amounts or get your Postage By Phone balance.
Help Key	Press this key to get detailed information about a screen you're viewing.
High Value Warning	A warning that you have entered a postage value above the value you have entered into the system as your maximum allowable

	amount. This feature prevents you from accidentally printing more postage than you need.
Indicia	See Meter Imprint.
Ink Cartridge	Cartridge containing the ink used to produce the meter stamp.
Inscription	An optional message, such as “First Class” or “Non-Profit,” that prints vertically to the immediate left of the postage imprint.
Inspection	A meter check required by the USPS.
Insufficient Funds	A warning message that alerts you when you attempt to use more postage than is currently in your Postal Security Device.
Jam Release Lever	Relieves the tension along the feeder path.
Lock Code	A code that locks the mailing machine with a four-digit password preventing unauthorized use of your meter.
Low Funds Warning	A warning you set to alert you when your funds go below an amount you specify.
Menu Key	Press to view the main settings and options available.
Meter	See Postal Security Device.
Meter Imprint (or Meter Stamp)	Postage stamp printed directly on a piece of mail or tape in place of traditional glue or adhesive affixed stamps. For this type of postage the USPS requires a special form of indicia called an “information based indicia” (IBI).
Meter Stamp Correction	Correction of postage that has been printed on mail.
Mixed Mail	Mail consisting of varying lengths and widths.
Mode Key	Press to choose from a variety of mail processing modes as well as to make corrections to the meter stamp.
Modem	That part of the mailing system that dials the Pitney Bowes Postage By Phone Center and transfers information over the phone.
Numeric Keys	The part of the control panel that you use to enter amounts and numbers.
Password	See Supervisor Password.
Permit	A permit is a special postal mark used instead of the usual meter stamp imprint. You open a permit account at the Post Office. These permits provide you with special processing or discount rates.
Postage by Phone®	The Pitney Bowes system that allows you to purchase postage over the phone line.
Postage Meter	See *Postal Security Device.*

Postal Security Device (PSD)	The PSD contains the funds and performs the calculations necessary to print meter stamps that comply with USPS standards. The PSD is contained in the DM1000 control panel.
Postage Tape	Tape on which reports or meter stamps are printed when a piece of mail is too large or small, or too fragile to run through the mailing system.
Presets	A combination of mailing system settings you create and name so that you can call them up as a named preset, thus eliminating the need to enter each setting whenever you use this combination of settings.
Printer Nozzle	The mechanism in the print engine that sprays the ink onto the envelope or tape.
Prompt	A message displayed on the screen of the control panel requesting you to respond to a choice, condition, or action.
Quick Refill	A refill which repeats the same amount of the previous refill.
Rate update	Changing of the postal rates by the USPS.
Ready screen	Comes up after you select Key in Postage mode.
Reports Key	Press this key to view or select a report to print.
Return Receipts -	A return receipt for Certified Mail serves as a legal document proving the date and time when the recipient took possession of the piece of mail. You fill out a return receipt postcard and the Postal Service sends the green return receipt postcard back to you, the sender.
Restricted Delivery	Restricted Delivery for certified mail requires your USPS carrier to deliver *only* to the person you specified. This person *must* sign for the mail.
Screen Keys	The five keys directly to the left of the display screen that allow you to select options from the menus displayed on the screen.
Sealer	The part of the system that opens, moistens, and closes the mail flap.
Seal Key	Press to seal or not seal your envelopes.
Shingle	A way to arrange pieces of mail in stepped positions for feeding, so that the each piece of mail feeds one at a time.
Side Guide	The guide at the front of the feed deck used to stabilize the envelope position when feeding it.
Signature Confirmation	A signature proof of delivery service which provides mailers with the signature and text name of the recipient, along with the date, time, and ZIP Code that is provided with Delivery Confirmation. Actual signatures can be easily obtained from the USPS via fax

	or mail. This service meets the needs of mailers who require a signature for high-value shipments, legal requirements, or who are specifically concerned with avoiding fraud. For security purposes, digital signatures are not publicly displayed on the web site. Signature Confirmation may be combined with special services. It is priced as an add-on service to Delivery Confirmation, costing an additional $1.25 when the data is electronically uploaded through the Pitney Bowes Mailing System (or $1.75 if processed at the Post Office).
Sleep Timer	The mode that the system automatically enters after a certain period of inactivity.
Stacker	The holder at the end of the feeder path where mail is deposited. Two types of stackers are available tabletop drop-stacker and power-stacker.
Supervisor Password	A password which protected some modes from unauthorized use.
Tape Exit	Where the tape comes out of the side of the machine.
Tape Moistening Unit Lever	A lever which pushes the tape moistening unit forward for easy removal.
Tape Lever	Adjusts the machine for wet or dry tapes when printing tapes.
Test Pattern	The pattern printed during a test to show the clarity of the meter imprint.
Thickness Adjustment Knob	Adjusts the tension to accommodate the thickness of the pieces of mail you are feeding.
Tyvek	A plastic material used for envelopes.
Upper Drive Assembly	The part of the mail transport system that moves the mail through the stripper/moistening area.
USPS	The Unites States Postal Service.
Weigh-On-the-Way (W-O-W)	A mail-weighing mode that weighs mixed mail as it passes along the feed deck and applies the appropriate postage.
Wiper Blade	Part of the printing assembly that wipes excess ink off the printhead.
ZIP Code	A ZIP Code is a 5-digit code used by the USPS to identify general and specific geographic areas in the United States.
ZIP+4 Code	A 9-digit code incorporating the original 5-digit ZIP Code, a hyphen, and 4 additional digits. The first 5 digits identify the delivery office. The 4-digit add-on identifies specific delivery segments.

Appendix B



Operator Check List

SV60951 *Rev. A*

DM1000 Operator Training Checklist

The following checklist is intended to be used as a training aid. As you review each topic, check it off, and move on to the next until you have completed all sections of the User Guide.

Chapter 1 Meet The DM1000

1. ___ Getting Help
2. ___ Safety Precautions

Chapter 2 Meet The DM1000

1. ___ Overview of Features and Benefits
2. ___ Machine Identification
3. ___ IntelliLink Control Center Key Functions
4. ___ Material Specifications

Chapter 4 Running Mail

1. ___ Navigation Hints
2. ___ Applying Postage and Running mail
3. ___ Determining the Correct Mode
4. ___ Preparing Mail
5. ___ Mailing Modes
6. ___ Key In Postage
7. ___ Weighing Options
8. ___ Attached Scale
9. ___ AutoTape
10. ___ Print Permit
11. ___ Time and Date Stamp
12. ___ Seal Modes: Seal only, open/closed flap
13. ___ Choosing a Class, Carrier, and Special Services
14. ___ Selecting a Country
15. ___ Requesting USPS Zip/Zone Codes
16. ___ Meter Stamp Options
17. ___ Confirmation Services
18. ___ Add Postage and/or Change Date
19. ___ Clearing the Batch Count

Chapter 5 Mailing System Setup

1. ___ Overview of Settings
2. ___ Review setup choices and have user select those he will use. Explain each selection. Also, be sure to explain lock code, scale options, phone setup, presets.
3. ___ Take Meter Out of Service

Chapter 6 Adding Postage

1. ___ Checking Available Funds in Meter
2. ___ Checking your Postage By Phone Account Balance
3. ___ Adding Postage
4. ___ Depositing Money in Your Postage by Phone Account
5. ___ USPS Meter Inspections
6. ___ Removing and Connecting the IntelliLink Control Center
7. ___ Moving Mailing System to New Location

Chapter 7 Accounting Setup

1. ___ Organizing your Accounting
2. ___ Creating Accounts and Subaccounts
3. ___ Viewing Accounts or Subaccounts
4. ___ Editing Accounts
5. ___ Setting Account Period
6. ___ Turning Accounting On/Off
7. ___ Deleting Accounts or Subaccounts
8. ___ Turning Account Passwords On or Off
9. ___ Resetting all Accounts
10. ___ Resetting Individual Accounts
11. ___ Turning Reset Individual Accounts On or Off
12. ___ Transferring Funds/Pieces from one Account to Another
13. ___ Setting the Station ID
14. ___ Selecting the Account Type

Operator Checklist

Chapter 8 Reports

1. ___ Reports
2. ___ Printing a Report
3. ___ Selecting a Report
4. ___ Review reports and have user select those he will use. Explain each report.

Chapter 9 Maintaining and Updating

1. ___ Cleaning the Exterior
2. ___ Moistener Maintenance
   - Filling the Moistener Bottle
   - Cleaning the Moistener Brush
   - Changing the Moistener Brush
3. ___ Installing a Tape Roll
4. ___ Sensor Cleaning
5. ___ Printer Maintenance
   - Replacing the Ink Cartridge
   - Print Test Pattern
   - Cleaning the Printer Nozzles
   - Changing the Printhead
   - Replacing the Wiper Blade Assembly
6. ___ Updating Your System

Chapter 10 Troubleshooting

1. ___ Stress importance of using this section *before* calling Customer Service.
2. ___ Select a problem and explain how to use the troubleshooting section to find the solution.

Chapter 11 Supplies and Options

1. ___ Ordering by phone or on Web.
2. ___ Obtaining a PB Supply Catalog
3. ___ Show which supplies can be ordered. Explain item numbers.
4. ___ USPS Supplies

Index

Index

A

AC adapter
  connection
    illustration of 6-4
  safety requirements 1-5
Accessories
  ordering 11-3
    advertisements 11-3
    inscriptions 11-3
Account list report 8-8
Accounting
  configure system 7-13
  definition A-2
  description of 2-2, 2-4
  features
    accessing 7-2
  levels 7-13
  number of accounts supported 2-15
  structure 7-13
  transferring piece counts 7-10
  turn on/off 7-7
Accounting system features
  account ID number 7-12
  account name
    requirements 7-12
  account password 7-12
    turning off/on 7-8
  configure system 7-12
  explanation 7-12
  value total 7-12
Accounts 7-8
  add subaccounts to 7-4
  change number 7-4
  change or edit name 7-4, 7-6
  change password 7-4
  checking Postage By Phone balance 6-5
  clearing 7-9
  creating
    subaccounts 7-5
    subsubaccounts 7-5
  deleting 7-8
  editing 7-6
  individual
    turning reset on/off 7-9
  list of 7-4
  resetting 7-9
  set up mode 7-2
  status 7-6
Accounts key
  illustration and description of 2-11
AccuTrac
  definition A-2
  logging on to 7-12
  user guide 7-3
ACH credit transfer 6-9
ACH debit transfer 6-9
Add-Ons 5-22, 9-14
Adding fund to your postage meter 6-6
Adding postage
  problems 10-17
Advertisements
  custom 2-5, 11-3
  definition A-2
  description and illustration of 2-13
  selecting 4-21
  storage 2-15
Alpha keyboard
  definition A-2
  illustration and description of 2-12
Alphanumeric Text
  definition A-2
Analog phone line
  connection, illustration of 2-8, 5-15, 6-4
Arrow keys
  definition A-2
  illustration and description of 2-12
  on the main screen 5-2
Art Card Slot
  definition A-2
Ascent 2-4
Attached printer
  setting up 2-4
Auto-On feature 4-2

B

Barcode 4-27
  definition A-2
Batch
  clearing the count 4-30
Bottle, moistener
  filling 9-2
BTUs 2-14
BUDGET MANAGER 7-12
  definition A-2
  user documentation 7-3
Bulk mailing
  using permits 4-16

C

Calibrate
  definition A-2

Carrier
definition A-2
Cartridge, ink
replacing the 9-7
Certified
definition A-2
Certified Mail Rates
definition A-2
Class key
definition A-2
description of 2-11
Cleaning
machine 9-2
printer nozzles 9-9
Clear key
definition A-2
description of 2-12
Communications port 2-2, 2-4
definition A-2
Confirmation services
adding after printing postage 4-27
barcode 4-24, 4-27
overview 4-24
records
editing, deleting, sending 4-28
report 8-7
tracking 4-24
Control panel. *See* IntelliLink control center
definition A-3
Country
code 4-19
selecting a 4-19
Custom preset
key
how to define preset values 5-21
illustration and description of 2-11

D

Data capture report 8-12
Data exchange software 2-4
definition A-3
Date
advancing the date 2-2, 4-20, 5-5
changing 4-30
setting date options 5-3, 5-5
Date Ducking
definition A-3
Date/day
printing, advancing or omitting 4-20
Daylight saving
setting up 5-5
Delivery Confirmation
definition A-3
Dialing prefix 5-12
Differential weighing
definition A-3
mode, using the 4-12
Discount codes 5-11
Display
adjust the contrast 5-3, 5-4
advertisement 2-13
main status area 2-13
setting the sleep timer 5-16
user
illustration and description of 2-13
weight 2-13
Display blank. *See* Screen blank
DM1000
Benefits 2-2
Features 2-2
Specifications 2-14

E

E-Z Seal 9-2
Energy Star® Compliance 2-3
Enter key
description of 2-12
Envelope
dimensions
illustration 2-17
feeds poorly 10-7, 10-8
flap depth 2-16
flap profiles 2-16
flaps fail to moisten 10-2
materials, acceptable 2-16
moistener solution leaking 10-2
sizes 2-16
thickness 2-16
Equipment specifications
gummed roll tape 2-15
ink usage 2-14
inscription storage capacity 2-15
meter settings 2-15
power 2-14
printhead life 2-14
processing speed 2-14
temperature 2-14
Error
tape 10-4
W-O-W 10-14
Error Message
definition A-3
Error report 8-11
External Device Port
definition 2-8, A-3

F

Feed Deck
  definition A-3
Feeder jam release lever
  description 2-9
Filling the moistener bottle 9-2
Flap
  depth 2-16
Flap moistening
  problems 10-2
Funds
  definition A-3
  key
    description of 2-12
  postage
    depositing in PBP account 6-7
  setting the high value warning 5-15
  setting the low funds warning 5-15
Funds key
  adding postage 6-6
  check Postage By Phone 6-5
  checking available funds 6-5
  definition A-3
Funds report 8-9

H

Help
  available resources 10-18
  contacting Pitney Bowes 1-3
  frequently asked questions 1-3
  key
    description of 2-12
  on the system 1-3
  on the web 1-3
  Postage By Phone 6-2
Help Key
  definition A-3
High funds warning
  description 5-15
  setting up 5-15
High Value Warning
  definition A-3

I

Indicia
  See Meter imprint A-4
Ink
  cartridge 11-2
    replacing 9-7
    definition A-4
  usage 2-14
  usage specification 2-14
Inscriptions 2-2, 2-13
  available 4-22
  deselecting 4-22
  definition A-4
  example of 4-22
  ordering 11-3
  selecting 4-22
  storage capacity 2-15
Inspection
  definition A-4
  notification of 6-2
  postal 1-4
Insufficient Funds
  definition A-4
IntelliLink control center 1-5, 2-2, 10-11, 10-12, 10-13
  ad,inscription, or permit not on menu 10-13
  blank screen 10-12
  modem refill fails 10-12
  postage amount won't set 10-11
  problems 10-11
  removal 6-4
  removed from machine
    no response 10-12
  scale won’t display zero 10-11, 10-14
  W-O-W won’t display zero 10-11
Inventory, checking 1-3
Invoices
  paying 1-3

J

Jam. *See* Mail transport problems: jam
  tape 10-3
  tape cutter 10-3
Jam Release Lever
  definition A-4
  feeder
    illustration and description of 2-8, 2-9
Job report 8-12

K

Keyboard functions
  accounts key 2-11
  alpha keyboard 2-12
  arrow keys 2-12
  class key 2-11
  clear key 2-12
  custom preset key 2-11
  enter key 2-12
  funds key 2-12
  help key 2-12
  lock button 2-11
  menu key 2-11

mode key 2-11
normal preset key 2-11
number keyboard 2-12
reports key 2-12
screen keys 2-11
seal key 2-11
start key 2-12
stop key 2-12
tape key 2-12

L

Language
options 5-4
select 5-3, 5-4
Last 5 refills report 8-6
Leaking Solution 10-2
Light mail/Postcard knob 2-9
illustration 2-8
Loading
tape roll 9-5
Lock button
illustration and description of 2-11
Lock Code
definition A-4
Low funds warning
definition A-4
description 5-15
setting up 5-15

M

Mail
preparation 3-2, 4-6
Mail in a minute
overview of quick processing 3-2
Mail transport problems 10-7, 10-8, 10-9, 10-10
jam 10-9, 10-10
Mail weight 2-16
Mailing materials. *See* Specifications: material
Main Screen. *See* Display: user: illustration and description of
Main Status Area 2-13
Maintenance
cleaning 9-2
cleaning printer nozzles 9-9
filling the moistener bottle 9-2
kits 11-2
loading a tape roll 9-5
moving your mailing machine to a new ZIP Code 6-9
printer 9-8
printing a test pattern 9-8
replacing the ink cartridge 9-7
replacing the printhead 9-10
replacing the wiper blade assembly 9-13
Manual weight entry 4-13
Material data safety sheets
obtaining 1-5
Material specifications. *See* Specifications: material
Menu key
definition A-4
illustration and description of 2-11
Meter
advertisements 2-5
inspection 1-4
See Postal Security Device A-4
settings 2-15
Meter Imprint
definition A-4
Meter stamp 2-3, 11-3
crooked 10-15
See Meter Imprint A-4
with inscription 11-3
Meter stamp correction
definition A-4
Meter stamp options
advertisements 4-21
day/date
printing, ddvancing, or omitting 4-20
inscriptions
select/deselect 4-22
print position 4-22
Mixed mail
definition A-4
Mode
differential weighing
using 4-12
display 2-13
key
illustration and description of 2-11
manual weight entry 4-13
permit
using the 4-16
seal only 4-5
time and date stamp 4-17
W-O-W ((Weigh-On-The-Way)
using 4-11
weigh first piece
using 4-11
Mode key
definition A-4
Modem 1-4, 2-3
advanced connection settings 5-14
definition A-4
refill fails 10-12
selecting dialing sound 5-13
selecting modem sound 5-13
setting up 5-12

Moistener
solution leaking 10-2
Moistening system 2-2
Multi-account summary report 8-4
external printer 8-5
internal printer 8-4

N

Navigating hints 7-2
setting up mailing system 5-2
Normal preset
how to set up 5-20
illustration and description of 2-11
timeout 5-17
Number keypad
definition A-4
illustration and description of 2-12

O

Online
PB Supply Line website 11-2
Online Information 1-3
Optional equipment
Stacker,
power 2-4
Ordering
advertisements 11-3
E-Z Seal Sealing solution 11-2
ink cartridges 11-2
printhead assembly kit 11-2
tape 11-2
OSHA requirements 1-5

P

Password
protection 2-2
see Supervisor password A-4
Password (accounting)
add. *See* supervisor password
change 7-4, 7-5
turn on/off 7-8
Passwords
protecting mail operations 5-6
setting up for each account 7-4, 7-5
setting up supervisor 5-6
PB Supply Line 11-2
Permit
definition A-4
description and example of 2-5
how to print a 4-16
illustration of 4-16
ordering 11-4
print permit mode key 4-5
Permit mail report 8-8
Phone setup. *See* Modem: setting up
Pitney Bowes
supply line 11-2
website 11-2
Purchase Power 6-7
Postage
adding 1-3
funds, depositing in PbyP account 6-7
how to key in amount of 4-9
key in (mode) 4-4, 4-5
prepay 6-7
Postage By Phone 2-2
checking funds in account 6-5
checking funds in postage meter 6-5
entering the dialing prefix 5-12
entering the number to dial 5-12, 5-13
definition A-4
guide 1-3
setting up your account 5-12
Postage funds
adding to postage meter 6-6
checking account 6-5
managing 6-3
Postage meter
adding funds 6-6
definition A-4
rekey requirements 6-3
removing from service 5-22
Postage tape
definition A-5
ordering, 11-2
Postal requirements 1-4
Postal Security Device 2-3
definition A-4
Power 2-14
Power stacker
optional equipment 2-4
Power switch. *See* On/Off Switch: illustration and description of
Presets
custom presets
how to define 5-21
how to delete 5-22
how to edit 5-21
how to rename 5-22
how to view 5-22
definition A-5
normal preset
how to define 5-20
Printer
adding optional attached 5-15
attached (external) 8-2
location of USB connector 5-15

maintenance 9-8
meter stamp
illustration and description of 2-8, 2-9
nozzles, cleaning 9-9
Printer nozzle
definition A-5
Printhead
changing 9-10
checking 9-10
life specification 2-14
Printing
postage tape 3-3
reports 8-2
Warning 10-16
Printing Problems 10-15
low ink warning doesn't display 10-15
machine does not print 10-15
meter stamp crooked 10-15
Processing speeds 2-14
Prompt
definition A-5
Publications
for related equipment 1-3
Purchase Power account. *See* Pitney Bowes Purchase Power

Q

Quick Reference Cards 1-3, 2-7
illustration 2-6
Quick refill
definition A-5

R

Rate update
definition A-5
Rates
adding ZIPs to zero zone 5-11
setting up discount codes 5-11
Ready screen
definition A-5
Refill
postage. *See* Postage: adding
report 6-7
Reports
account list 8-8
confirmation services 8-7
data capture 8-12
error 8-11
funds 8-9
job 8-12
key
illustration and description of 2-12
last 5 refills 8-6
multi-account summary 7-9, 8-4, 8-5
permit mail 8-8
printing 8-2
refill 6-7
selecting a 8-2, 8-3
single account 8-3
system setup 8-10
Requirements
safety 1-4, 1-5
Restricted delivery
definition A-5
Return Receipt
definition A-5

S

Safety information
general 1-4, 1-5
telephone connections 1-6
Scale
clearing scale information 5-9, 5-10
external
using an 4-14
password protecting setup 5-6
procedures for setting up 5-8
setting up attached scale 5-8
setting up autoscale 5-8
setting up ZIP code prompt 5-10
setting up Zone prompt 5-10
won't display zero 10-11, 10-14
Screen
blank 10-12
definition A-5
keys
illustration and description of 2-11
Screen saver. *See* Display: setting the sleep timer
Seal key
definition A-5
explanation of 2-11
when running mail 3-2
Seal only mode
fails to work 10-2
using the 4-16
Sealer
definition A-5
Shingle
definition A-5
Side guide
definition A-5
Signature confirmation
definition A-5
Single account report 8-3
Sleep timer
definition A-6
Speakers

adjust the volume 5-3, 5-4
Specifications
material
acceptable envelope materials 2-16
envelope flap depth 2-16
envelope flap profiles 2-16
envelope thickness 2-16
mailpiece weight 2-16
tape roll width 2-16
Stacker 2-14
definition A-6
Stamp
meter
illustration of, with ad 4-21
illustration of, with inscription 4-22
time and date 4-5
Start key
illustration and description of 2-12
Station ID
explanation 7-11
setting 7-11
Status display
illustration of 2-13
Stop key
illustration and description of 2-12
Subaccount
add 7-5, 7-6
levels 7-13
structure 7-13
Subsubaccount
add 7-5, 7-6
Supervisor. *See* Passwords: setting up supervisor
Supervisor password
definition A-6
Supplies
E-Z Seal sealing solution 11-2
ink cartridges 11-2
ordering 1-3, 11-2
tape
gummed 11-2
pressure sensitive 11-2
Supply Catalog
Requesting a 11-2
System Setup Report 8-10

T

Tape 2-2
adhesive gets wet 10-6
cutter jams 10-3
does not remove easily 10-4
error messages display 10-4
gummed 11-2
not wet 10-4, 10-5, 10-6
jams 10-3
jams (pressure sensitive tape) 10-3
key
description of 2-12
lever, wet/dry
lever, definition A-6
description of 2-7
pressure-sensitive 11-2
printing a postage 3-3
problems 10-3, 10-4, 10-5, 10-6
roll
description of 2-8, 2-9
installing 9-5
roll width 2-16
exit, definition A-6
Technical support. *See* Help Desk: reaching the Pitney Bowes
Telephone
safety requirements 1-6
Temperature
operating 2-14
Test pattern
definition A-6
printing a 9-8
Thickness adjustment knob
adjusting 10-7, 10-8
definition A-6
description of 2-9
setting of 3-2, 4-6
Time and date stamp 4-5
illustration of 4-17
mode 4-17
Timeouts
display sleep 5-16
normal preset 5-17
transaction 5-18
waiting for envelope 5-17
Training requests 1-3
Troubleshooting
ad, inscription, or permit doesn't match menu 10-13
ad, inscription, or permit not on menu 10-13
adhesive tape gets wet 10-6
blank screen 10-12
calibration error 10-14
cannot set postage amount 10-11
flaps not moistening 10-2
gummed tape not wet 10-4
heavy mail 10-14
ink smudges
after changing printhead. 10-15
invalid weight 10-14
low ink warning
does not display 10-15

mail too light 10-14
meter stamp crooked 10-15
modem refill fails 10-12
moistener solution leaking 10-2
negative weight 10-14
no response from control panel 10-12
postage amount won't set 10-11
pressure sensitive tape jams 10-3
re-zero failed 10-14
scale won't display zero 10-11, 10-14
seal only mode won't work 10-2
system does not print 10-15
tape cutter jams 10-3
tape does not remove easily 10-4
tape error messages 10-4
unstable weight 10-14
W-O-W won't display zero 10-11
Tyvek
definition A-6

U

Updates
scheduling 5-19
Upper drive assembly
definition A-6
USPS
definition A-6
Requirements for postage meters 1-4
supplies 11-4
USPS confirmation services
using after printing 4-26
using before printing 4-24

W

W-O-W (Weigh-On-the -Way). *See* Weigh-On-the-Way
Weigh
first piece mode
how to use 4-11
Weigh-On-the-Way
calibration error 10-14
definition A-6
invalid weight 10-14
mail too heavy 10-14
mail too light 10-14
mode
how to use 4-10
negative weight 10-14
re-zero failed 10-14
unstable weight 10-14
W-O-W won't display zero 10-11
Weighing
differential 4-4, 4-5
mode, using the 4-12
Weight
display
illustration of 2-13
mail piece, maximum 2-16
manual entry 4-13
Weight Display Area 2-13
Wiper blade
definition A-6
Wiper blade assembly
replacing 9-13

Z

ZIP Code
definition A-6
moving system
instructions 6-9
requirements 1-4
setting system to prompt for 5-10
ZIP+4 Code
definition A-6
ZIP/Zone
code
requesting 4-19
Zone
setting system to prompt for 5-10